

The Community and Constituent Services Office, under the County Manager's Department, assists constituents who are experiencing difficulty with or who need access to county government services. The staff works collaboratively with department directors, managers, elected officials, and in some cases, with exterior agencies, in addressing constituent concerns. Constituent services activities can help make government more accessible and responsive.

Staff conducts and/or participates in community outreach programs to educate the public of County programs, initiatives, services and resources available to the public. Additionally, staff attend meetings throughout the county to hear concerns from residents and discuss mutual interests of concern.

SOME TASKS OF THIS OFFICE INCLUDE:

- Information and referral to answer public inquiries about County services and when needed, refer citizens to appropriate state programs or other agencies;
- Casework services to help citizens obtain specific answers to questions or try to resolve a problem;
- Create external group relations to maintain or develop ties to ensure the County is aware of their concerns and the groups are informed about the County's programs and priorities;
- Public education programs or activities to help citizens better understand County government services and abilities, and ways to access government.

**Community and
Constituent Services Office**



**Doña Ana County
845 North Motel Boulevard
Las Cruces, New Mexico 88007**

Phone: (575) 647-7200

Fax: (575)-525-5812

www.donaanacounty.org



**COMMUNITY AND
CONSTITUENT SERVICES
OFFICE**

Doña Ana County, New Mexico



DOÑA ANA COUNTY COMMUNITY AND CONSTITUENT SERVICES OFFICE

Community and Constituent Services Manager

The Community and Constituent Services Manager (CCSM) administers the operation of the Office and reports to the County Manager. The CCSM is responsible for creating effective partnerships within the County and functions as an intake point for citizen inquiries including contact by phone, email, walk-ins, referrals and County website portal. The CCSM facilitates discussions with County staff and/or exterior groups on a variety of subjects. The manager may recommend approaches for problem resolution based on analysis. The CCSM ensures timely communication and information flow between citizens and elected officials, informing both groups of responses and outcomes. The CCSM handles a wide-range of responsibilities, including planning events.



Constituent Services Specialist

The Constituent Services Specialist serves on the front-lines of the County's constituent services team and reports to the Community and Constituent Services Manager (CCSM). They assist the CCSM with all interaction (electronic, written, telephonic, and in-person) between the County and the citizens of Doña Ana County. The Constituent Services Specialist assist with all systems, process material and events to strategically engage citizens, solicit public feedback, and appropriately respond in a timely and accurate way to the needs of constituents who contact the County for information or assistance. They collaborate with County staff, outside agencies and stakeholders, to coordinate an accurate, timely and responsive solution or reply.

Community Outreach Specialist

Community Outreach Specialists participate in a wide range of events and programs throughout Doña Ana County. They will provide information to the public about the County, its services, and how it functions. The Community Outreach Specialists will interact with various constituent groups and convey information back to the Community and Constituent Services Manager about matters raised by constituents that may require additional investigation for an accurate response.

Through partnerships and collaborations with other County departments and external agencies, the Community Outreach Specialist play an instrumental role in communicating with residents.



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