

CITIZENS SERVICES SPECIALIST I

NATURE AND VARIETY OF WORK

This is entry level professional community services and public relations work. Incumbents in this class receive and respond to citizens inquiries and complaints and initiate appropriate action necessary to address/resolve problems. Incumbents encounter a significant degree of public contact. Such employees receive close supervision from a higher level administrative supervisor. Work is evaluated based upon the attainment of department goals and objectives.

Upon the satisfactory completion of a probationary period, entry level incumbents may be non-competitively promoted to the II full performance level at managements discretion.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Researches and investigates citizen complaints and when necessary refers citizens to the appropriate government agency, department or commission for corrective measure or information.

Prepares written responses for the County Executive's signature to citizens complaints and routine correspondence.

Researches, compiles and prepares letters or recommendation for the County Executive's signature.

Investigates and makes recommendations pertaining to inquiries and complaints.

May be required to use automated equipment in conjunction with assigned duties and responsibilities.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Ability to work independently and research solutions to inquiries.

Ability to prepare written reports, summaries and recommendations.

Ability to maintain effective work relationships with employees, County official, and the general public.

MINIMUM QUALIFICATIONS

Bachelor's degree in one of the social sciences or equivalent combination of education and experience.

CREATED: 7/79
REVISED: 10/88