

CITIZENS SERVICES SPECIALIST II

NATURE AND VARIETY OF WORK

This is full-performance professional community services and public relations work. Incumbents in this class receive and respond to citizens inquiries and complaints and initiate appropriate actions necessary to address/resolve problems. Assignments are typically complex in nature requiring the performance of the full range of activities. Incumbents receive pertinent guidance on issues where regulations are unclear and controversial. Incumbents encounter a significant degree of public contact. Work is performed under the general supervision of a higher level administrative supervisor. Work is evaluated based upon the attainment of departmental goals and objectives.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Receives citizen complaints regarding needs for service.

Investigates, researches and resolves citizens problems and complaints.

Prepares letters and memoranda for the County Executive regarding community affairs and citizens complaints/inquiries.

Responds to citizens concerns at public hearings and meetings.

Acts in the capacity of Ombudsman on behalf of professional and general public as their representative in dealing with various County and State agencies.

Assists supervisor in overseeing data processing functions.

Collects information, receives reports and interprets data to make recommendations.

Collaborates with all County agencies and departments in resolving and/or assisting citizen inquiries.

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

Knowledge of resources, operating projects/progress, policy decisions, and how to apply same to solution of inquiry.

Knowledge of social problems as they relate to the community and familiarity with the rights of citizens.

Ability to research information through study of reports, manuals and/or directives.

Ability to maintain effective work relationships with employees, Government officials and the general public.

MINIMUM QUALIFICATIONS

Bachelor's degree in one of the social sciences plus one (1) year of experience in social program or an equivalent combination of education and experience.

CREATED: 7/79
REVISED: 10/88