

CITIZENS SERVICES SPECIALIST III

NATURE AND VARIETY OF WORK

This is senior level professional community services and public relations work. Incumbents in this class receive and respond to citizen inquiries and complaints and initiate appropriate actions necessary to address/resolve problems. Assignments are the most complex in nature requiring the performance of the full range of work activities. Incumbents receive pertinent guidance on issues where regulations are unclear and controversial. Incumbents may lead the work of subordinate employees. Work is subject to a significant degree of public contact and 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)

Leads/coordinates the work of lower level subordinates.

Receives citizen complaints regarding service calls.

Investigates, researches and resolves citizen problems and complaints.

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

Responds to citizen concerns at public hearings and meetings.

Recruits and supervises volunteer staff.

Meets with municipalities, citizen groups, state delegations and other groups to promote programs of interest to Prince George's County.

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

Prepares and issues correspondence, press releases, promotional publications, activity reports and training programs, and presents them to public.

Maintains financial data; prepares financial management and operational reports.

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

Considerable knowledge of available resources, purposes, functions and procedures of all agencies within County government.

Considerable knowledge of proper use of grammar, punctuation and spelling.

Knowledge of budget preparation.

Ability to prepare and present recommendations and narrative reports.

Ability to investigate and comprehend and interpret information to solve inquiries.

Ability to supervise subordinate citizen service specialist and/or other para-professional and clerical personnel.

Ability to establish and maintain effective working relationships with County department heads, employees, other officials, and the general public.

MINIMUM QUALIFICATIONS

Bachelor's degree in one of the social sciences plus two (2) years of progressively responsible experience in social programs; or any equivalent combination of education and experience.

CREATED: 7/79
REVISED: 10/88