

Job Title: Constituent Services Representative
Department: Administration
Reports to: Mayor
FLSA Status: Hourly
Prepared Date: June 9, 2021
Approved by: GF/FS

Summary of Primary responsibilities

The position of Constituent Services Representative acts as a liaison between the Mayor's Office and the citizens of the City of Vicksburg (COV). The responsibilities of this position primarily involve assisting the citizenry with addressing and resolving issues communicated through the Mayor's Office and supervising the employees of the City of Vicksburg's Action Line. Administrative duties are performed as well.

Essential Duties:

Essential duties include the following, and any other duties assigned:

- Field and return phone calls of constituents who contact the Mayor's office.
- Ensure that calls to the City of Vicksburg's Action Line are received, recorded and promptly addresses.
- Write and edit informational releases from the Mayor's Office.
- Represent the Mayor's Office and the City of Vicksburg at community activities.
- Ensure that the City of Vicksburg is represented on boards and committees
- Serve as the Mayor's representative with COV partners (Main Street, Vicksburg Convention and Visitors Bureau, Chamber of Commerce, Vicksburg Convention Center, Vicksburg Warren School District)
- Network and interact with citizens to recognize important events and milestones within Vicksburg, including but not limited to historical markers, street and building renaming, and other outreach events.
- Organize public events and coordinate outreach activities.
- Maintain multiple databases and distribution lists for the Mayor's Office.
- Able to clearly articulate the Mayor's vision for the City of Vicksburg.
- Perform special projects and office Administrative responsibilities as directed.

Supervisory Duties:

- Supervise one full-time and one part-time employee of the COV's Action Line who report directly to the Constituent Services Representative.
- Provide oversight and guidance to the employees of the Action Line.

Qualifications

- Must be a U.S. Citizen

- Must maintain a valid Driver's License
- Must be able to work on-call, overtime, and alternative schedules
- Possess strong oral communication, writing, and organization skills

Language Skills:

Ability to read and interpret document and comments. Ability to write reports and general correspondence. Ability to speak effectively before groups.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office software e.g. Excel, Word, etc.

Other Skills and Abilities:

Must have good organizational skills and be able to interact effectively with the public; Ability to communicate effectively orally and in writing; ability to maintain effective working relationships with subordinates, peers and supervisors; ability to exercise sound judgment in evaluating situations and making decisions; ability to give verbal and written instructions.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit and talk or hear. The employee must regularly lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the environment is usually moderate.