

CONSTITUENT SERVICES ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is specialized work involving responsibility for providing a variety of support services (e.g. gathering information, making telephone calls, performing clerical tasks) to individual legislators within the County of Rockland Legislative office. The work is performed under the general direction of the Clerk to the Legislature and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists individual legislators in all aspects of the conduct of their duties including but not limited to communication with constituents, advocacy of issues, research, etc.;

Reviews and prioritizes all constituent and departmental mail;

Communicates priority matters to individual legislators and assists in determining matters which require a response and/or immediate action;

Maintains a record of formal matters being considered by the County Legislature for individual legislators;

Reviews resolutions, local laws, referrals and other matters to be considered by the County Legislature;

Reviews pending committee agendas and proposed legislation with individual legislators;

Attends meetings and/or functions (e.g. legislative committees, governmental and/or constituent meetings, and hearings);

Conducts research for individual legislators on a wide variety of issues that come before legislative committees;

Acts as a liaison with State, Federal and local agencies and governmental officials that share similar governmental or legislative concerns or objectives;

Schedules meetings with constituents with individual legislators;

Schedules individual legislator's attendance at governmental, civic and community functions;

Establishes a calendar of events for individual legislators and assist the individual legislator in prioritizing and determining attendance;

Conducts and coordinates all phases of an assigned project or program of the individual legislator(s);

Acts as a liaison with departments and agencies for individual legislators;

Communicates directly with constituents to address, investigate and amplify their concerns, suggestions and/or complaints to determine what action is necessary to address problems or issues raised;

Reviews notices and correspondence for typing and mailings.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office procedures and equipment; good knowledge of county government and its operation; ability to perform legal research and analysis; ability to prepare of variety of reports and memoranda; ability to communicate effectively, both orally and in writing; ability to prepare correspondence and reports from general instructions.

MINIMUM QUALIFICATIONS: To be determined by appointing authority.