

DIRECTOR OF CONSTITUENT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is professional and administrative work of a complex nature involving responsibility for ensuring effective communications between the Rockland County Solid Waste Management Authority's Board and the public relative to constituent concerns. The Director of Constituent Services serves as a direct contact with the public, the media, community organizations and similar entities seeking access to the Authority. The incumbent also provides comprehensive support to the Executive Director and Authority Board regarding day-to-day interactions with constituents, community relationships, and explaining initiatives and priorities to the public. The work is performed under the direction of the Executive Director and Authority Board in accordance with specific policies and objectives, but with considerable leeway allowed for the exercise of independent judgment in achieving stated objectives. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives and resolves constituent complaints and concerns, provides a process for constituents to communicate with the Executive Director and facilitates solutions to issues as necessary;

Meets and/or corresponds with constituents, or otherwise provides appropriate attention to constituent communications;

Conducts research in order to respond to constituents' requests, concerns and complaints;

Conducts investigations, researches background information, contacts department heads concerning constituent/client complaints and disputes regarding Authority departments and services and works to resolve such situations;

Assists with coordinating official meetings and related public functions to ensure efficiency and enhance communications;

Conducts outreach to constituents and monitors emerging issues and identifies appropriate responses or solutions;

Provides information and referral;

Maintains detailed records and prepares reports as needed;

Conducts and coordinates all phases of a project or program as requested and makes policy recommendations to the Authority Board;

Develops and maintains a working knowledge and understanding of the Rockland County Solid Waste Management Authority's mission;

Assists with coordinating and providing support for activities and services related to maintaining relationships with constituents and constituent groups;

May assist the Authority in attending various public, media, legislative or other events and/or meetings;

May represent and/or act as liaison for the Authority with the public, the media, community organizations, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the practices and techniques used in the development of communication strategies; good knowledge of the principles and practices of public administration; ability to perform research and analysis; ability to evaluate programs and policies; ability to prepare a variety of reports and memoranda; ability to use computer

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applications or other automated systems in the performance of work assignments; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS: To be determined by the appointing authority.