



Town of Oro Valley Classification Description

Title: **CONSTITUENT SERVICES COORD/
MANAGEMENT ASSISTANT**

Department: Innovation & Technology
Salary Grade: 116

Job Code: 1030

FLSA Status: Exempt

POSITION SUMMARY:

Under general administrative and policy direction of the Assistant to the Town Manager, provides complex technical and administrative support to the Town Manager's office; conducts research and studies; prepares reports, proposals, presentations and Town Council communications; performs project management and statistical analyses; addresses constituent concerns; manages the Constituent Services Portal; and, assists with oversight of the Youth Advisory Council.

ESSENTIAL JOB FUNCTIONS:

- A. Conducts self-directed complex research and analysis and develops recommendations on operating policy and procedures, programs, services and other administrative issues of significance.
- B. Completes special projects, studies and surveys for the Town Manager's Office within teams, such as mobilizing cross-departmental teams to research and respond to policy questions/issues, organizing informal meetings of Councilmembers to discuss key issues, strategic initiatives or assistance with employee communications or forums. May recommend approaches for problem resolution based on analysis.
- C. Facilitates positive constituent interactions on behalf of the Town Manager's Office.
- D. Functions as intake point for citizen inquiries including contact by phone, email, the Town website portal, walk-in and referrals from Mayor and Council.
- E. Maintains a citizen response management database system to track, monitor and report on constituent responses and provide statistical data to Town Manager's staff.
- F. Ensures timely communication and information flow between citizens and elected officials, informing both groups of responses and outcomes.
- G. Establishes relationships and works cooperatively with Town elected officials, management staff, boards and commissions, employees, neighborhood and community leaders and the general public.
- H. Anticipates how to assist the Town Manager's staff with multiple roles of responding to the community, elected officials and the organization, acting as a facilitator and often translator of open communication and understanding.

- I. Assists in developing, defining, planning, implementing, and evaluating goals and objectives that encourage and support interdepartmental cooperation to the benefit of the town; recommends and reviews Town policies and procedures for effectiveness.
- J. Coordinates, facilitates or prepares presentations, requests, issues and projects raised by or for Councilmembers on behalf of the Town Manager's Office.
- K. Completes special projects with minimal oversight, except for a review of findings upon project completion.
- L. Delivers seamless customer service and recognizes the need for the professional handling of all matters as a representative of the Town Manager's Office and the Town.
- M. Works through and with department directors and managers in order to achieve stated objectives.
- N. Assists with tracking legislative issues and administering the Youth Advisory Council.
- O. Prepares and presents proposals for the Town Manager's staff.
- P. Supports and upholds the Town's stated mission and values.
- Q. Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to write at a highly skilled level, analyzing and summarizing complex issues using proper English sentence construction, punctuation and grammar of exceptional skill.
- Knowledge of principles and practices of public administration and municipal government, including budgeting, organizational development and municipal program, policy and operational evaluation.
- Knowledge of and skill in public administration research methods, techniques and methods of report presentation using principles of effective communication.
- Knowledge of state and federal laws, regulations and guidelines governing Town operations and resources available to address municipal issues.
- Ability to read and comprehend a wide variety of research data, contracts, policies, proposals and claims.
- Skill in providing information in response to community issues, concerns and needs.
- Ability to analyze administrative, operational and policy-related problems, developing and translating solutions.
- Skill in interpersonal relations are required to establish and maintain effective working relationships with elected and Town officials, co-workers, community members and the general public.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Public or Business Administration or related field required.
- Three years of experience in a professional/administrative capacity; **OR**
- An equivalent combination of education and experience.
- Master's degree in Public Administration is preferred and given top consideration.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed primarily in an indoor environment.