

## **CITIZENS SERVICE COORDINATOR - 521**

### **DEFINITION OF WORK**

Under immediate supervision, performs responsible administrative and difficult clerical work to support the activities of the Board of Aldermen; does related work as required.

### **EXAMPLES OF WORK**

Receives telephone calls involving requests for service or complaints concerning any City department; prepares and types reports of complaints received; provides information to appropriate department or division to ensure complaint is answered; serves on committees representing the office and/or department as assigned; performs liaison duties between supervisor, departmental representative and representatives of other agencies; composes and types correspondence for elected officials and supervisor; maintains complaint and/or request records; conducts studies on complaints and/or request trends; offers recommendations to increase operational efficiency; provides technical and administrative assistance to the Board of Aldermen as a body or as individual members require.

### **EMPLOYMENT STANDARDS**

**Education and Experience:** Any combination of education and experience equivalent to a high school diploma, supplemented by an associate's degree in secretarial science, college level course work in public or business administration and considerable experience in secretarial and office work in the office of a municipal executive.

**Knowledge, Skills and Abilities:** Thorough knowledge of standard office practices, procedures, equipment and secretarial techniques; general knowledge of the modern principles and practices of public administration; thorough knowledge of business English, spelling and arithmetic; thorough knowledge of the organization and functions of the City Government and of general administrative policies and practices; ability to keep involved office records and to prepare accurate reports from file sources; ability to organize and perform work independently; ability to maintain effective working relationships with other employees and the public and to deal with public relations problems courteously and tactfully.

