

**MAJOR FUNCTIONS**

This is professional work responding to citizen inquiries, resolving complaints and coordinating activities or resolutions with departments, governmental agencies or social service entities. Work is performed under the supervision of an administrative supervisor. Independent judgment, discretion, and initiative are exercised in work assignments. Work is reviewed through reports, conferences, observations, and by results achieved.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Responds to citizen inquiries, concerns, and complaints. Responds to, advises and assists departments with the handling of citizen complaints, evaluating the use of other governmental and non-governmental partnerships and the use of social service assistance in resolving concerns. Analyzes and resolves customer complaints. Maintains schedule of conference room reservations. Performs other related work as required.

Underground Utilities & Public Infrastructure (UUPI): Receives, evaluates and processes all Digitally requests for UU&PI services, including generating Cityworks service requests and work orders. Conducts follow-up with staff designated to address requests and the public to ensure correct assignment and resolution of primary and related issues. Prepares reports, updates on sensitive issues and assembles other records, as requested. Tracks the installation and removal of automated vehicle location equipment on department vehicles. Performs related work as required.

**Other Important Duties**

Assists in planning, developing, coordinating, implementing and monitoring customer service programs. May work in the City Hall Communications Center. Maintains inventory of supplies, brochures, et cetera, insuring proper displays for use or sale. May sell merchandise. Maintains accurate financial records. Performs other related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills:**

Thorough knowledge of City and community services in order to respond to citizen inquiries and complaints. Ability to deal tactfully and effectively with the general public. Ability to creatively resolve complex problems in accordance with ordinances, rules, and departmental policies. Ability to express ideas clearly and concisely, both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to work independently. Ability to maintain accurate records. Skill in the use of personal computers and associated programs and applications necessary for successful job performance.

**Minimum Training and Experience:**

Possession of a bachelor's degree in public, business administration, or a related field and two years of technical and/or professional work experience in customer service, human services, management, business, accounting, negotiation or mediation; or an equivalent combination of training and experience.

**Necessary Special Requirement:**

Must possess a valid State Class E driver's license at the time of appointment.

Established: 02-24-97  
Revised: 08-12-97  
10-03-03\*  
04-07-14\*

02-06-19