



Constituent Services Representative II – Council District 8

SALARY RANGE: \$34,398.00 – \$51,597.00

JOB SUMMARY:

Under direction, performs a variety of duties involved in the coordination of activities for the Council district office with city departments and external organizations. Provides information and assistance to the public. Works closely with individuals, advocacy groups and other associations to provide information or referrals for City services. May exercise functional supervision over Constituent Services Representative I's.

ESSENTIAL JOB FUNCTIONS:

- Proactively works in the community to identify concerns or issues.
- Acts as liaison between elected official and community residents concerned with issues arising within the district and/or City.
- Drafts responses to resident concerns and/or questions relating to governmental operations; forwards inquiries to appropriate City Department when necessary; and works to ensure resolution to include closing the case.
- Educates community members and representatives of various interest groups on policy and makes appropriate referrals for complex policy interpretation to the relevant departments as necessary.
- Assists in facilitating meetings and events for the council district.
- May attend meetings with City Council, City staff, homeowners associations, neighborhood associations, other community groups or individuals and organizations as required. These meetings and events may include some evening and weekend work.
- May conduct site visits for resident concerns or participate in community outreach activities.
- May aid in research as assigned.
- Performs related duties and fulfills responsibilities as required.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree from an accredited college or university.
- Bilingual in English and Spanish is preferred.

OR Equivalent combination of education and experience.

- All applicants are permitted to substitute two years of related full-time experience for one year of higher education or one year of related higher education for two years of experience. One year of full-time experience is defined as 30 or more hours worked per week for 12 months. One year of higher education is defined as 30 credit hours completed at an accredited college or university.
- Councilmembers retain the discretion to evaluate and consider all submitted applications.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of City structure, services, and processes.
- Knowledge of the respective Council district, its' resident composition, and current trends and developments.
- Skill in operating a personal computer, related applications, and the use of electronic resources.
- Ability to utilize tact and discretion when interacting with other Council Offices, constituents, community groups, and the public.
- Ability to provide excellent customer service and problem-solving skills.
- Ability to ability to work calmly in the presence of constituents who may express frustration or hostility.
- Ability to maintain effective working relationships.
- Ability to communicate clearly and concisely.
- Ability to maintain professional demeanor and appearance.
- Ability to perform all the physical, intellectual, and analytical requirements of the position including decision making with or without reasonable accommodation.
- Working conditions are primarily inside an office environment but will include traveling to conduct site visits, attend events and attend meetings at various locations.

This is a position being hired by City Council Member/Mayor. Positions are not City employees, but are employees of the Mayor or the individual Councilmember. These positions answer only to the Mayor or Councilmember by whom they are employed, and represent only the respective Mayor or Councilmember's point of view in serving constituents. The Mayor or Councilmember has the exclusive right to alter this class specification at any time without notice.

APPLICATION INSTRUCTIONS:

Interested individuals should email a letter of interest and resume to:

Pat Wallace

Chief of Staff, Council District 8

Email: Pat.Wallace@sanantonio.gov