JOB DESCRIPTION

Position Title: Constituent Service Advisor/Mayor’s Request Line
Reports To: Director of Administrative Services

1. SUPERVISED BY: This position is supervised by the Director of Administrative Services. The Director has the authority to direct the work of and evaluate the position. Comments are made through written and verbal communication and by physical demonstration, as necessary. Evaluations are done through written communication and done at the conclusion of the introductory/training period and on an annual basis.

2. JOB IS: Full-time

3. WORK BREAKS: Lunch – 60 minutes

3. WORK SCHEDULE: Monday through Friday from 9:00 a.m. to 4:30 p.m.

4. SPECIAL SCHEDULE: Available, as necessary, unless prior arrangements have been made with the supervisor.

5. EFFECTIVE DATE: July 29, 2020

6. GENERAL SUMMARY: The Constituent Service Advisor/Mayor’s Request Line corresponds with the public in a professional manner with their issues and concerns while representing the Township in such a way to meet the needs, diverse interests, and inquiries. This role requires the individual to interact and communicate regularly to take calls, log calls, process information, and follow-up.

7. MINIMUM REQUIREMENTS TO HOLD THIS POSITION:

   Education and Experience:
   A. Education/Training:
      - High School diploma or equivalent, required.
      - College or other related secondary training, preferred.

   B. Experience and Training:
      - Must possess written and verbal communication skills in order to work with various Departments throughout the Township and the County.
      - Must be able to work with Microsoft Office Suite including Word, Excel, and Access.
      - Experience handling, processing, and following up on constituent requests and/or customer service facing roles.

8. ESSENTIAL JOB RESPONSIBILITIES:
1. Must possess an acceptable and professional manner at all times when dealing with the Township personnel or the public; Responsible for supervising the works performing their job duties.
2. Accurately completes administrative forms and reports in a timely fashion, as requested.
3. Adheres to all rules, regulations, and procedures, including those necessary to maintain required licenses, certifications, and/or registrations.
4. Applies common sense understanding to carry out instructions; has exemplary written and verbal communication skills.
5. Attends meetings as required by Supervisor.
6. Carries out job functions without supervision.
7. Must pass a criminal background check and obtain Child Abuse History clearance.
8. Must possess a valid Pennsylvania driver’s license.
9. Exercise courtesy and tact when dealing with others.
10. Acts as a court liaison and prepares and files citations with District Court; retrieves a list of court hearings on a weekly basis and notifies each member of the Department, accordingly.
11. Processes payments including rental applications, food applications, dog licenses, and key FOBs for the County dog park.
12. Issues and processes food licenses, rental licenses, and dog licenses.
13. Serves the public sector by phone, email, and in person.
14. Other duties, as assigned.

9. PHYSICAL DEMANDS OF JOB:
I. During the ENTIRE workday, this job requires the physical ability to:

   A. Sit for up to: 1 hours
   B. Stand for up to: 5 hours
   C. Walk for up to: 5 hours

II. Job requires the physical ability to function in activities involving the below. Additionally, this job requires the physical ability to use a phone and computer.

III. Job requires the physical ability to function in activities involving
   a. OCCASIONALLY: Bending, climbing, reaching, exposure to marked changes in temperature and humidity, exposure to dust, fumes, gases, and noise.
   b. CONTINUOUSLY: deal with people and the general public.

This job description is designed to accurately reflect job duties. However, it may not be all-inclusive and other job related duties may be required. Reasonable accommodations that do not cause an undue hardship on the Township will be considered as required by local, state, or federal law.