



UPPER DARBY TOWNSHIP

100 GARRETT ROAD ▪ UPPER DARBY, PA 19082-3135

JOB DESCRIPTION

Position Title: Constituent Service Advisor

Reports To: Assistant Director of Administrative Services/One Center Supervisor

1. SUPERVISED BY: This position is supervised by the Assistant Director of Administrative Services. The Assistant 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, OPEIU

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: April 27, 2022

6. GENERAL SUMMARY: The Constituent Service Advisor (CSA) provides an optimal level of customer service to ensure that Upper Darby remains a world class provider of municipal services. The CSA responds to a wide variety of community inquiries in person, via email/online, and by phone. This role requires the individual to interact and communicate regularly with a diverse population and respond to a wide range of requests and non-emergency situations for various municipal departments and operations. When contacted by a constituent, they assess the needs, provide information, intake a request or report, and work with the appropriate service or department to address the situation.

7. MINIMUM REQUIREMENTS TO HOLD THIS POSITION:

Education and Experience:

A. Education/Training:

- High School diploma or equivalent, required.

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 and Excel and Google Suite.
- Experience handling, processing, and following up on constituent requests and/or customer service facing roles.
- Ability to read, analyze, interpret, and compose general business correspondence.
- Ability to deal with problem involving several concrete variables in standardized situations.
- Experience in Municipal Tax Office, Licenses & Inspections, or Public Works strongly preferred.

8. ESSENTIAL JOB RESPONSIBILITIES:

- A. Provides optimal level of customer service for members of the public;

- B. Manages inquiries and handles front line municipal services such as licenses, permits, taxes and other financial transactions; explains license/permit requirements from Licenses & Inspections and Recreation; takes and records payments; updates records accurately.
- C. Generates service orders for missed trash and bulk trash, sewer backups, street light/traffic signal outages, and other public works services.
- D. Asks questions and gathers information from constituents regarding various government services, problems, and complaints; enters information into computerized intake forms and handles casework assignments through timely follow up; works with appropriate departments to ensure customer focused responses and closure of casework.
- E. Handles complex and/or unusual constituent problems and questions to resolve the issue and respond to constituent needs.
- F. Responds calmly and professionally in dealing with customers who are irate or who have complex, specialized, or unusually sensitive situations;
- G. Maintains accurate records using the Upper Darby One Line system.
- H. Tactfully and effectively handles requests, suggestions, and complaints from the public.
- I. May act as a receptionist and perform general administrative support duties.

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.