

## DIRECTOR OF CONSTITUENT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The incumbent of this position is responsible for ensuring effective communications between the County Executive's Office and the public relative to constituent concerns. The incumbent of this position also provides personal security for the County Executive. The Director of Constituent Services works to make local government more responsive and accessible to the people served, ensuring that constituents' concerns are addressed in a timely, efficient and appropriate fashion. The incumbent provides comprehensive support to the County Executive regarding day-to-day interactions with constituents, community relationships, and explaining initiatives and priorities to the public. Duties also include responding to constituent communications, researching complaints/concerns, including investigation and resolution of constituent/client complaints and disputes regarding County departments and services, monitoring emerging issues and identifying appropriate responses or solutions and conducting outreach to constituents. The Director of Constituent Services serves as a direct contact with the public, the media, community organizations and similar entities seeking access to the County Executive. Work is performed under direction of the County Executive. Supervision of other employees is not a function of this position. Performs related work as required.

### TYPICAL WORK ACTIVITIES: (Illustrative only)

Receives and resolves constituent complaints and concerns;  
Provides a process for constituents to communicate with the County Executive's Office and facilitates solutions to issues as necessary;  
Meets and/or corresponds with constituents, or otherwise provides appropriate attention to constituent communications;  
Conducts research in order to respond to constituents' requests, concerns and complaints;  
Conducts investigation, researches background information, contacts department heads, concerning constituent/client complaints and disputes regarding County departments and services and works to resolve such situations;  
Assists with coordinating official meetings and related public functions to ensure efficiency and enhance communications;  
Provides information and referral;  
Develops and maintains a working knowledge and understanding of departments, agencies and municipalities, communities and citizens under the jurisdiction of Putnam County government;  
Assists with coordinating and provides support for activities and services related to maintaining relationships with constituents and constituent groups;  
Assists the County Executive in attending various public, media, legislative or other events and/or meetings;  
May represent and/or act as liaison for the County Executive with the public, the media, community organizations, etc.;  
Performs a variety of related activities as required.

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

### MINIMUM QUALIFICATIONS:

Qualifications are determined by the County Executive.