

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Citizen Service Coordinator</u>
Sch & Grade	<u>PAT-7</u>
Class Code	<u>FE53</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Public Information & Education</u>

PRIMARY PURPOSE:

Coordinates the first line of contact with citizens in providing information, answering questions and resolving concerns. Serves as liaison and lead facilitator, achieving cooperation within and between departments. Coordinates the central database for service requests. Forwards information on specific requests or patterns of requests to the Department Head, City Manager and City Council. Maintains and promotes positive relationships between City departments and communities, neighborhoods and citizens. Participates in the neighborhood assessment program workshops.

SUPERVISION:

Under the general supervision of the Director of Public Information. Supervises assigned staff.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Receives/supervises receipt of citizen calls requesting assistance with problems. Provides assistance to the public by listening, providing information, and making referrals to City departments or outside agencies, where necessary.
2. Determines appropriate department(s) to work with for resolution of problems; tracks resolution progress and responses to citizens.
3. Maintains extensive computer database, including reports to City Council, responses to citizens, and sets timeline for responses. Assures timely follow-up on all outcomes.
4. Provides personal contact to neighborhood associations to make sure the process for handling problems is readily available to citizens; works to increase awareness of the City's service request division.
5. Coordinates the Service Request Database team on an as needed basis, the COP/Inspector Team, and is an integral part of cross-departmental and neighborhood teams. Determines when a service request is not resolved at the departmental level and provides follow-up review.
6. Speaks to employee and neighborhood groups about assistance and information available from the City.
7. Supervises assigned staff.
8. Submits ideas and recommendations for service request resolution and for better procedures and policies to the appropriate authority.
9. Compiles the PIO departmental budget information.
10. Supports other activities within the Public Information Office such as staffing special events and annual events.
11. Utilizes computer software applications such as GIS, customized databases and word processing.

IMPORTANT FUNCTIONS:

1. Attends conferences, seminars or training programs for professional development purposes.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

General knowledge of the City’s organizational structure, the City Code, applicable ordinances; principles of customer service; City Mission Statement. Familiarity with windows based computer software applications.

Abilities

Ability to follow oral and written instructions; communicate effectively both verbally and in writing; deal effectively and courteously with associates and the general public; prepare and maintain accurate records and reports; work independently and utilizes sound judgment; present oral and written reports; accurately set up, operate, and maintain a computerized database; complete work accurately with a strong attention to detail; determine geographical boundaries and locations from city maps; model and promote acceptance and respect for differences among employees and citizens; function as a member of a team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others. Effectively utilize appropriate computer software applications; demonstrates effective interpersonal skills as applied to interaction with co-workers, supervisor, customers and the general public, including the ability to diffuse a potentially negative situation; deal effectively and courteously with customers, associates and the general public including dealing with highly sensitive and confidential information as well as emotional situations; presents an overall professional image.

Experience, Education, and Training

Graduation from an accredited college or university with a four year degree in Communications, Public Administration, Business Administration, or related field, supplemented by one year of experience in community relations and customer service. Directly related experience may be substituted on a year-for-year basis.

Physical Requirements

Performs bending, squatting, kneeling, and reaching overhead; push and pull up to 25 pounds; hold and grip objects; operate a computer keyboard and/or mouse.

Working Environment

Primarily indoors with heating and cooling regulated in an office environment; may be subjected to extreme weather conditions when traveling to remote locations for neighborhood meetings, etc.

Licensing/Certification

None required.

Miscellaneous Requirements

Must be available to attend meetings scheduled outside of normal business hours. If operating a vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator’s license and have appropriate insurance for privately owned vehicle.

Last Revision:	February 8, 2012	GENERAL ORDINANCE NO. 4812
Comments:	Updated Abilities	Date: June 22, 1998

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____