



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **CONSTITUENT SERVICES SPECIALIST II**
Grade: 12

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Performs moderately routine (journey-level) constituent services work. Work involves working directly with constituents to deliver information and customer service to individuals and organizations.

Responsible for planning and executing constituent engagement for the purpose of providing an exemplary and seamless constituent-service experience. This role is responsible for supporting the county offices in needs relating to communications, public relations and attending constituent related affairs, and meetings for the benefit and quality of life of all constituents. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Maintain consistent engagement with all constituents to assure their needs are met

Maintain constituent services database

Respond to all public disclosures requests including those from media and constituents.

Coordinate events with elected officials and constituents

Promote, recruit and manage volunteers for events

Attend community meetings, represent the office and provide effective reports and updates to department head

Assure proper training of all staff on constituent protocols, software and other procedures

Measure outcomes and performance of constituent engagement efforts

Perform relationship management related to constituent services

Assure consistent synchronization with Hidalgo County

Understand national and regional issues and make connections to the legislative matters of the office and County

Draft and release press statements, announcements in partnership with office leadership etc.

Convene and coordinate community and county leaders for county briefings

Maximize utilization of available public resources for the benefit of the Office and effective representation of constituents

Cultivate relationships to advance constituent-related initiatives and programs

Performs related work as assigned

EXPERIENCE AND EDUCATION

Graduation from an accredited four (4) year college or university with major course work in Business, Public Administration or Government/Public Affairs

One (1) year of experience in community or public affairs work

Two (2) years of related experience may be substituted for one (1) year of education

CERTIFICATES, LICENSES AND REGISTRATION

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Ability to generate innovative approaches to public engagement and communications methods

Knowledge of accepted business practices and procedures involved in providing services and of applicable rules, regulations, and policies, as well as related legislative and legal practices and procedures

Social media and website content management skills

Ability to work in a fast-paced, multi-faceted environment with many challenges and opportunities.

Ability to work with a broad array of constituents, elected officials, community representatives, advocates etc.

Ability to synthesize new policy issues, and communicate issues with non-technical audiences.

Experience working and interacting with culturally diverse people and communities.

Community organizing

Strong computer skills in Word, Excel, PowerPoint and database management

Exceptional verbal and written communication skills

Excellent interpersonal skills

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations