

TOWN OF HAMDEN
DIRECTOR OF LEGISLATIVE & CONSTITUENT SERVICES

Unclassified/Non-Competitive
Department: Mayor's Office

Non-Bargaining Unit Position
Salary: \$72,000.00

Position Definition: This is a responsible position that assists the Mayor in the general administration of the Town. This position is accountable for overseeing Town projects and the Mayor's Constituent Services Center, including program development, liaison and coordination with residents, local officials, federal, state and community agencies and organizations; program monitoring, assessment implementation and administration.

Serves as a key Administration liaison with the Legislative Council, Civic Associations, PTA, Non-Profits, Charitable Organizations, Federal, State and local elected and appointed officials and board and commission members. Plans, coordinates, promotes, and implements neighborhood liaison programs, serves as staff liaison to appointed boards, associations, and commissions. Meets with businesses; communicates and maintains a positive working relationship with businesses to resolve issues and address needs.

Supervision Received: Receives direction from the Mayor and the Chief of Staff.

Supervision Exercised: Assists the Mayor in the day-to-day activities of the Town. Coordinates the activities of staff as assigned. Supervises professional and technical staff as assigned. Manages the Constituent Service Center.

Examples of Essential Job Duties: Assists the Mayor in the coordination of the work of various Departments; handles public affairs and public relations as assigned; drafts letters for the Mayor, handles inquiries from the public, State and Federal Agencies, evaluates program proposals and applications for conformance with regulations and Town goals; monitors and assesses on-going programs for conformance to rules and regulations and program effectiveness. Reviews and advises Mayor on budgetary matters and overall financial management and accounting matters, in conjunction with the Finance Director and staff.

Performs administrative and specialized duties in the area of knowledge of communications, constituent services and governmental/public programs, knowledge of accounting principles; prepares resolutions for Legislative Council. Reports to the residents, media, Department Heads, Legislative Council and Boards and Commissions on initiatives, projects and new policies. Performs other related duties as required.

Minimum Qualifications Required: Graduation from an accredited college or university with a degree in public administration, business administration, finance, political science, journalism, communications and three (3) years experience in management or administration, accounting, constituent services, public relations, communications, or reporting.

Knowledge, Skills and Abilities: Considerable knowledge of constituent services and executive administration; knowledge of program evaluation and monitoring functions; knowledge of research methods and techniques, considerable knowledge of public relations, supervisory ability required; ability to apply communication skills and techniques as they relate to the public and media; considerable interpersonal skills, considerable oral and written communications skills.

License or Certificate Required: A valid Connecticut Motor Vehicle Operator's license is required.

Physical Mental Exertion/Environmental Conditions: Works in office setting subject to continuous interruptions and background noise. Includes exposure to computer screens on a daily basis. May be required to lift and move light to medium weights, for example, manuals, files, office supplies, etc. Must be able to work under stress from demanding deadlines and changing priorities and conditions. The work requires interacting with sometimes emotionally upset persons that requires calmness and inner-strength under extraordinary conditions. There is some travel and night meetings.

Note: This position is a Mayoral appointed position which serves at the pleasure of the Mayor and requires Legislative Council approval. The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task and responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.