

CITIZENS ADVOCATE

Department: Supervisor
Classification: Exempt
Specification Number: 1065
Approved: 11/9/21
Revised: By JG

MINIMUM QUALIFICATIONS

This position is in the exempt class; therefore, there are no minimum qualifications.

DISTINGUISHING FEATURES OF THE CLASS

This position involves receiving, analyzing and directing citizen complaints to the proper Town agency for resolution. The incumbent is responsible for pursuing the progress of such complaints until final resolution and notifying the individuals involved of the outcome. Under the general direction of the Town Supervisor, an employee in this class acts as a liaison between various Town departments and the citizenry regarding any corrective action or improved procedure to be affected in response to valid complaints. Contact is maintained throughout the procedure by email, letter, telephone and/or personal interview with the citizen involved. Direct supervision may be exercised over a clerical employee or employees who may distribute relevant informative literature and maintain records of all complaints and actions taken to resolve the complaints. Consumer complaints involving Town residents are mediated when applicable or referred to the proper outside agency for assistance. Responsibilities include notifying the Town Board of any troublesome or high complaint areas in town government. Does related work as required.

TYPICAL WORK ACTIVITIES

- Receives and responds to complaints from Town residents;**
- Processes citizen complaints relating to the delivery or furnishing of public services or government operations in the Town;**
- Directs appropriate correspondence, initiates conferences and arranges personal interviews as necessary to determine the accuracy of citizen complaints;**
- Keeps records of all complaints and actions taken to resolve these complaints;**
- Reports to the Town Supervisor, the Town Board, the agency involved and the complaining citizen relating to any corrective or improved procedure or action taken in response to valid complaints;**
- May assign, direct and supervise the work of clerical employees;**
- Mediates consumer complaints when applicable or directs complaints to proper outside agency;**
- Files annual report with Town Supervisor and the Town Board indicating number of complaints received, resolved and amount of increase or decrease of complaints from year to year;**
- May be called upon to speak at various clubs or associations**
- May attend consumer seminars and other conferences as required;**

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of the various agencies within a Township; good knowledge or current literature and sources of information in the field of community services; good knowledge of County, State and Federal consumer agencies; ability to supervise the work of clerical employees in a manner conducive to full performance and high morale; ability to establish and maintain effective public and departmental relations; ability to express oneself clearly and concisely, both orally and in writing; courtesy; physical condition commensurate with the demands of the position.