



CONSTITUENT SERVICES LIAISON

Department: Executive
Job Class #: 167100
Pay Range: Executive 01

FLSA: Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: The Constituent Services Liaison will represent the Executive's Office in managing all inquiries, issues or information requests regarding County services and engages with constituents on behalf of the Executive. This position is appointed by and serves at the pleasure of the Executive. Council confirmation is not required.

ESSENTIAL FUNCTIONS:

- Collaborate with department directors to respond to constituent requests for information and assistance, including complaints. Follows up with departments to track progress and ensure resolution on all requests.
- Identify opportunities for the Executive to meet with interested constituents and groups.
- Keep the Executive apprised of, and appropriately involved in, significant actions undertaken on the Executive's behalf. This includes informing the Executive of initiatives under consideration and receiving authorization prior to proceeding with development and implementation.
- Manage public records requests on behalf of the Executive Office, ensuring timely, adequate and organized responses to public records requests, claims and litigation.
- Conform to the County Charter, Code, Finance Policy and Procedures Manual, Human Resources policies and applicable portions of the Administrative Guidelines for Career Service, and Information Technology Policies and Procedures.
- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Works under the general direction of and is responsible to the Deputy Chief Operating Officer.

WORKING CONDITIONS:

Work is performed in an office environment and at various field offices. May be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required. Other physical and mental demands include occasional balancing, stooping, kneeling, crawling, climbing stairs, pushing, pulling and lifting. Incumbents in this position must be able to reason, analyze and communicate effectively, both verbally and in writing.

KNOWLEDGE, SKILLS, AND ABILITIES:

Possesses the knowledge, skills and abilities to successfully perform the essential functions of the position. Communicate effectively in order to provide regular updates and recommendations to the Executive and as requested communicate both verbally and in writing with other County employees, the community, and other programs, municipalities, and agencies. Principles and practices of public records management administration.

MINIMUM REQUIREMENTS TO APPLY:

Bachelor's degree required and two (2) years of constituent services, community affairs or related experience that clearly demonstrates the ability to perform the essential functions of the position. Experience with public records is preferred.

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SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver’s license or ability to otherwise meet the travel requirements of the position is required. Ability to successfully complete a Pierce County background investigation prior to employment is required.