

NEW CASTLE COUNTY GOVERNMENT

Number 0065

CLASS SPECIFICATION

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Date 11/01/03

Title: COMMUNITY GOVERNING ADMINISTRATOR

Approved:



GENERAL STATEMENT OF DUTIES: Manages, supervises, and coordinates the customer service and information activities within the New Castle County Office of Community Governing; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class manages, supervises, and coordinates the customer service activities of the Office of Community Governing by providing information, assistance, and direction to the public, both by telephone and in person. This employee is responsible for complete follow through with the person requesting information to ensure customer satisfaction and provides the highest quality of customer service to the citizens and employees of the County. This employee researches and responds to questions relating to specific services offered by County government. Responsibilities also include problem solving and responding to complex inquiries. Work involves the knowledge of County-wide information relating to all County departments and services. This employee must exercise discretion in the course of the work. Work is performed under general supervision in accordance with designated procedures. This employee will be required to work extended hours such as early mornings, nights, and weekends. This employee supervises subordinates and coordinate activities of the office.

EXAMPLES OF WORK: (Illustrative only)

- Manages and coordinates the activities of employees involved in answering telephones and meeting with visitors to handle customer problems and concerns;
- Oversees the investigation, recording, analysis, reporting, and response to related problems according to established policies and procedures;
- Analyzes policies, procedures, and programs and determines actions needed to improve efficiency, work flow, and service delivery;
- Provides information and direct assistance as necessary to community and civic organizations and the general public;
- Conducts surveys of users to determine the level of customer satisfaction;
- Audits cases to determine successful completion;
- Researches and responds to questions regarding the operation of the County;
- Prepares reports and makes recommendations as required;
- Performs routine office work as necessary;

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- Makes presentations to the public;
- Attends meetings and activities during evenings and weekends;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Extensive knowledge of the departments and row offices of the County and their functions; good knowledge of office terminology, procedures, and equipment; ability to exercise discretion and to maintain loyalty to the County; ability to communicate courteously and effectively, both verbally and in writing; ability to supervise others; ability to research information and to draw valid conclusions; ability to understand and follow verbal and written instructions; ability to make effective presentations before groups; ability to deal with individuals in a knowledgeable, helpful, and pleasant manner; ability to establish and develop effective working relationships with employees, associates, government officials, agencies, organizations, and the public; ability to promote an ongoing attitude of dedication to excellent customer service; tact and courtesy; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least five years progressively responsible experience in the supervision of customer service activities and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration or related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established: 05/23/00
Revised: 11/01/03