



Town of Danvers Position Description

Title: Constituent Generalist	Classification: Temporary	Union Status: Non-Union
Department: Town Manager	Grade: 5 (\$19.28 - \$23.49 / hour)	
Reports To: Assistant Town Manager	Department Director: Town Manager	
Effective Date: April 2021	FLSA Status: Non-Aligned	

GENERAL SUMMARY:

Under the general supervision of the Assistant Town Manager, this position acts as the first point-of-contact for constituents entering Town Hall. Responsible for general assistance to constituents visiting Town Hall, directing constituents to their destinations in Town Hall, and monitoring the number of constituents in Town Hall in accordance with COVID-19 guidelines. Performs duties independently, referring to supervisor regarding questions or situations not previously encountered by established policies and guidelines.

ESSENTIAL FUNCTIONS:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Provides general assistance to visitors to Town Hall, including customer service and directing them to their destination.
- Monitors the number of people in Town Hall and at department windows at a given time, maintains a waiting list, and gatekeeps to ensure that numbers are kept within the most up to date COVID-19 guidelines at all times.
- Ensures that constituents are following COVID-19 guidelines upon entering Town Hall.
- Addresses routine inquiries that may not require an office visit. Refers residents to Town website and assists with navigation as necessary.
- Informs Town staff of previously scheduled appointment arrivals.
- May be required to record contact information for all visitors for purposes of contact-tracing.
- May assist on special projects as time permits or the situation dictates.
- Performs other similar or related duties, as required or as situation dictates.

Minimum Qualifications:

- Must be 18 years old by date of hire. High school, trade school, or equivalent degree and course work towards a college degree required. Bilingual is a plus, but not required.
- Experience with Microsoft Office required.
- Exceptional customer service skills required. Prior experience in reception preferred, but not required.
- Must be fully committed to providing service excellence to every person who visits, works, or resides in the Town of Danvers by embodying the organization's five core values: inclusion, integrity, accountability, positivity, and collaboration.

Knowledge, Ability, Skill

Knowledge: Knowledge of modern office methods, practices, procedures and equipment. Advanced knowledge of Microsoft Office and Excel. Basic familiarity with Town government.

Ability: Ability to understand and transmit oral and written instructions and to keep routine records and make oral and written reports. Ability to operate computer-based systems. Ability to use computers and skill in utilizing software such as Microsoft Word and Excel. Ability to maintain confidentiality of sensitive information. Ability to multitask, prioritize, and organize normal workload. Ability to work independently and make decisions in accordance with rules, regulations, and policies. Ability to communicate effectively, and maintain effective relationships with a team, interact with coworkers, elected officials and the general public in a courteous, tactful, and patient manner.

Skills: Excellent customer service, organization skills, time management skills, written and verbal communication skills. Basic computer skills including Microsoft Office applications.

Supervision

Received: Works under the general supervision of the Assistant Town Manager, or their designee.

Exercised: None.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Job Environment

- Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.
- Regularly operates computer and other standard office equipment.
- Protective facial covering will be required at all times.
- Makes regular contacts with constituents, Town staff and vendors, contacts involve discussing routine information.
- Errors could result in delay or loss of services.

Physical Requirements

(The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Must be able to communicate written and verbally. Regularly required to walk, stand, sit, talk and hear. Standard office equipment requiring hand-eye coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required. Vision and hearing at or correctable to normal ranges.

NOTICE:

- The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.
- External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.
- This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change. Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer.

Approved by: Jan Breacher 04.30.21
 Human Resources Director Date

Received by: _____ _____
 Employee Date

_____ _____
 Human Resources Date