



GENESEE COUNTY
— MICHIGAN —

CONSTITUENT RELATIONS REPRESENTATIVE

POSITION CLASS:

Appointed

HIRING AUTHORITY:

BOC

JOB SUMMARY:

The Genesee County Board of Commissioners seeks a dedicated Constituent Services Representative to join our team. This dynamic role is at the heart of our mission to effectively communicate and engage with the public, ensuring that our residents are well-informed about the high-quality programs and services available to them. The ideal candidate will be passionate about public service, possessing exceptional communication skills and the ability to plan and organize events that cultivate meaningful interactions between the public, the Genesee County Board of Commissioners and all county departments.

ESSENTIAL JOB DUTIES AND FUNCTIONS:

- Serve as the first point of connection between Genesee County residents and the Board of Commissioners, along with other county departments, commissions and committees.
- Respond promptly and efficiently to public inquiries, concerns, and feedback through various communication channels including in-person, phone, email and social media.
- Develop, plan, and coordinate events aimed at enhancing public engagement with Genesee County's programs, services and board-led initiatives.
- Collaborate with different departments and commissions under the Board's direction to gather and disseminate accurate information to the public.
- Monitor and report on public sentiment regarding county services, using insights to improve communication and engagement strategies.
- Assist in the creation and distribution of informational materials and publications about county programs, services, and events.
- Maintain up-to-date knowledge of county initiatives, policies, and services to provide timely and accurate information to constituents.

The above statement of Essential Job Duties and Functions is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all the duties an employee assigned to this class may be required to perform.

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ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of and/or experience with customer relationship management (CRM) software platforms such as Indigov, Zendesk, Salesforce, CivicPlus, Constant Contact, etc.
- Knowledge of and/or experience with social media and content creation platforms.
- Knowledge of and/or experience with digital technology tools for audio/video and photography.
- Ability to communicate effectively orally and in writing.
- Knowledge of local and state government
- Ability to exercise independent judgment and initiative in analyzing problems and finding solutions.
- Ability to articulate and best represent the mission, values and goals of the Genesee County Board of Commissioners.
- Ability to work independently, collaboratively and respectfully in a multicultural work environment that values diversity, equity and inclusion.

PREFERRED QUALIFICATIONS:

Bachelor's degree in Communications, Public Relations, Journalism, Public Administration or related field.

-OR-

Three years of experience in constituent relations/member services, communications, public relations, journalism, public administration or related field, preferably within a government or non-profit setting.

SPECIAL REQUIREMENTS:

- Must possess a valid Michigan driver's license and a good driving record.
- Must be willing to work weekends, holidays and irregular hours.



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PHYSICAL REQUIREMENTS:

- Must be able to perform Essential Job Duties and Functions with reasonable accommodations.

Human Resources Director

Established: November 2024



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