



CITY OF NEWPORT, RHODE ISLAND

CAREER OPPORTUNITY

Position Title:	Community Liaison – Bilingual (English/Spanish Speaking)
Posting Date:	Monday, February 5, 2024
Closing Date:	Tuesday, February 20, 2024
Department:	City Manager
Brief Job Description: <i>(essential functions of the job)</i>	<ul style="list-style-type: none"> ◆ Assume full responsibility for management of City's 311/Complaint Management System; track and respond to citizen complaints, inquiries, and requests for services; monitors and facilitates all City departments' handling of citizen complaints and requests for services; submit monthly activity reports to City Manager and Department Directors. ◆ Provides timely updates to City Manager and Council members regarding status of their requests on behalf of constituents. ◆ Provide 311/Complaint Management System orientation and training to employees in all departments. ◆ Coordinates City engagement with community organizations and partners such as neighborhood associations, civic organizations, and service providers. ◆ Works with the Communications Officer to develop and implement innovative constituent service programs and materials to help residents and business owners learn more about the operation of their municipal government. ◆ Serves as the primary point of contact for constituent inquiries and referrals when Spanish is the preferred language. ◆ Provides basic Spanish language translation services for City departments. ◆ May serve in a number of roles during a City-declared state of emergency, including, but not limited to back-up Public Information Officer. ◆ Performs similar or related work as required, directed, or as situation dictates.
Minimum Entrance Qualifications:	<ul style="list-style-type: none"> ◆ Bachelor's degree in a program related to public relations, journalism, marketing or communications with three to five years of practical work experience, preferably in municipal government; or any equivalent combination of education and experience. ◆ Knowledge of the City's organizational structure, roles and responsibilities of each department, commission or committee; familiarity with City ordinances, resolutions, policies and procedures; familiarity with agencies having jurisdictional responsibility within the City ◆ Ability to deal effectively with individuals and groups in harmonious as well as in adversarial conditions; ability to effectively present information to the general public and respond to questions; work cooperatively with other staff members to coordinate timely response to complaints and service requests and to follow up on such requests; ability to understand the organization and operations of the City and of

Minimum Entrance Qualifications: <i>(continued)</i>	<p>outside agencies as necessary to respond to service and information requests; maintain general knowledge and status of current City projects; interpret and explain City policies and procedures; effectively handle difficult situations and demanding callers in a calm and professional demeanor; establish and maintain effective working relationships with those contacted in the course of work, to include City and other government officials, community groups and the general public.</p> <ul style="list-style-type: none"> ♦ Fluent English and Spanish speaker; excellent written, oral, interpersonal, and customer service skills; strong analytical skills; effective use of PC and related computer hardware and software (Word, Excel, Outlook, etc.).
Licenses/Certifications:	<ul style="list-style-type: none"> ♦ A valid motor vehicle operator's license.
Pay & Hours Per Week EXECUTIVE Grade: S07 Min. Hrly Salary: \$32.59 Max. Hrly Salary: \$46.42 Hours per week: 40	<p align="center">Submit resume and completed application to: Nicole Paulino, Director of Human Resources Human Resources Department City Hall – 43 Broadway Newport, Rhode Island 02840</p>
<p align="center"><i>An Equal Opportunity & Affirmative Action Employer</i></p> <p align="center">APPLICATIONS ARE ACCEPTED DURING THE POSTING PERIOD INDICATED OR AS THE NEED EXISTS FOR THE POSITION CURRENTLY VACANT. APPLICATIONS ARE AVAILABLE IN THE HUMAN RESOURCES OFFICE & ALSO ON THE INTERNET WHERE IT CAN BE DOWNLOADED & PRINTED. THE CITY RESERVES THE RIGHT TO NOT CONSIDER APPLICATIONS THAT ARE RECEIVED UNSIGNED, INCOMPLETE, OR POST-MARKED AFTER THE CLOSING DATE.</p> <p align="center"><u>www.cityofnewport.com</u></p> <p align="center"><i>Tel: (401) 845-5444</i> <i>Fax (401) 845-9364</i></p>	