



DEPARTMENT OF HUMAN RESOURCES

City Hall | 340 North Washington Avenue | Scranton, PA 18503 | 570.348.4246

JOB DESCRIPTION

Title: Constituent Services

Department: Bureau of the Treasurer

Supervisor: Treasurer

Date: January 4, 2021

General Description:

- Serve as the primary constituent services contact in the Treasurer's bureau, addressing inquiries and issues received in-person, via telephone, email, and U.S. mail.
- Research as necessary constituent inquiries and financial data relevant to the fiscal operations of the City.
- Assist other members of the Treasury as necessary and conduct other Treasury projects to maximize public accountability and implementation of best practices and internal accounting controls throughout the organization.

Key responsibilities:

- Ensure constituent issues and questions are addressed and resolved timely and completely.
- Support the improvement and documentation of Treasury processes.
- Communicate both formally and informally on a regular basis with the Treasurer and other members of the bureau.

Attributes:

- Energetic self-starter.
- Detail-oriented and organized.
- Able to work both independently and as a team member on day-to-day processes.
- Customer-service oriented.
- Willing to communicate well and frequently with others.

Skills/Experience/Education:

- Associate's or Bachelor's degree in accounting, public administration or related field.
- Proficiency in writing correspondence.
- Proficiency in spreadsheet preparation and data analysis.
- Preferred proficiencies in Microsoft Excel and Word.
- Public/Customer interfacing, including in person and via telephone, email and U.S. Mail.

Goals & Objectives:

- Work as part of a team that is streamlining the operations of the Treasurer's office.
- Improve responsiveness to constituents.
- Improve accountability and timeliness related to all operations charged to the Treasurer, including interactions with other City departments and other municipal partners.

Salary range \$36,999.95