



**City of Phoenix  
COUNCIL AIDE  
(Non-classified)**

**JOB CODE 01070**

Effective Date: 10/98

**DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to act as constituent liaison of the Mayor or City Council Office, represent the Mayor and/or Council to community and neighborhood groups, and perform information and referral duties related to individuals and groups of citizens requesting City assistance and services. Work involves speaking with citizens in meetings and on the telephone to identify problems, determine assistance needed, and refer issues to appropriate departments or functions for resolution. The Council Aide is the primary back-up to a Council Assistant.

**ESSENTIAL FUNCTIONS:**

- Acts as constituent liaison for the Mayor and City Council Office and the City organization;
- Receives complaints and inquiries from the public and provides requested information or referral to appropriate office or agency;
- Creates a computer database of citizen inquiries;
- Conducts follow-up of citizen inquiries and complaints;
- Prepares correspondence in response to public inquiries;
- Serves as primary back-up for Council Assistant;
- Conducts research on complex neighborhood issues;
- Oversees the work of temporary interns, student workers, and other clerical staff;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

**Required Knowledge, Skills and Abilities:**

Knowledge of:

- Organization and functions of government.
- Public administrative procedures.



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Ability to:

- Utilize utmost tact when dealing with sensitive policy issues.
- Develop and maintain case records.
- Communicate orally in the English language with City employees and the public in a face-to-face one-on-one setting or by telephone.
- Understand and follow oral and written instructions in the English language.
- Produce documents written in the English language using proper sentence structure, punctuation, grammar, and spelling.
- Work cooperatively with other employees, agencies, and the public.

### **Additional Requirements:**

- Some positions require the use of a personal or City vehicle on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Employees who serve in this class and who are skilled in a second language may be called upon occasionally to utilize that skill in the routine performance of their duties.
- Some positions will require the performance of other essential and marginal functions depending upon work assignment, location, or shift.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Two years of experience in customer service supplemented by courses in public administration, political science or a related field. Other combinations of experience and education which meet the minimum requirements may be substituted.