

Constituent Services Coordinator – The City of Hoboken is seeking a full time Constituent Services Coordinator to head the newly formed Office of Constituent Services. This position will be responsible for providing day to day assistance to Hoboken residents on a variety of issues. To best serve the residents the Constituent Services Coordinator will work closely with State and Local officials to resolve and respond to residents' concerns. The position will involve public meetings, constituent services casework, and report creation in addition to other duties as the office evolves. The office will be located in Hoboken City Hall however the coordinator will be expected to hold periodic public meetings at various locations within Hoboken, sometimes outside of normal business hours. The successful candidate will have a bachelor's degree as well as five years of experience in a customer service setting, three of which were in a supervisory capacity. The successful candidate will also have excellent written and verbal communication skills, experience with social media and Microsoft Office Suite, experience developing performance metrics, and the ability to multi-task. Salary for the position will be DOQ. Please send cover letter, resume, and references to Personnel Assistant Michael Kraus at mkraus@hobokennj.gov. The City of Hoboken is an equal opportunity employer.