

NEIGHBORHOOD AIDE

Department: Varies
Classification: Non-Competitive
Specification Number: 4700
Approved: 11/7/2022
Revised: By JG

MINIMUM QUALIFICATION

Graduation from a standard senior high school.

Necessary Special Requirement

Continuing possession of a valid Driver's License issued by the State of New York throughout employee's tenure in this title.

DISTINGUISHING FEATURES OF THE CLASS

Under general supervision, an individual in this title provides assistance to and answers inquiries from taxpayers in the field, at their homes and in various town offices; duties are routine, but may at times involve the use of some judgment; may perform other related work as required.

TYPICAL WORK ACTIVITIES

Answers inquiries from individuals over the telephone and in person regarding taxpayer and community problems;
Assists taxpayers who are homebound and cannot visit town offices;
Assists taxpayers at various field offices of the town;
Greets constituents and determines the nature of their visit;
Provides forms and applications, information, instructions and assistance in filling out the forms and applications;
Maintains lists and files of various informational items of interest to town residents.
Maintains records regarding problems the employee assisted with;
Performs some clerical functions incidental to above duties.

KNOWLEDGE, SKILLS, ABILITIES and PERSONAL CHARACTERISTICS

Knowledge of relevant town department operations. Ability to obtain information through interview and observation. Ability to deal with people in a stressful situation. Ability to carry out oral and written instructions. Ability to maintain records and prepare reports.
Knowledge of the geography of the village and its roadways.

NEIGHBORHOOD AIDE