COMMUNITY AND CONSTITUENT LIAISON

DEFINITION:

The Community & Constituent Liaison serves as a key connection between the Hamilton County Mayor's Office, residents, County Commissioners, community leaders and County departments.

The Liaison maintains an active presence across Hamilton County, with a particular focus on unincorporated communities, building relationships and staying connected to the issues that matter to residents. The role helps identify community needs, resolve constituent concerns and ensure residents know how to access County government and its services.

Working closely with County Commissioners and County departments, the Liaison helps connect residents with the right people, brings community perspectives into County projects and priorities, and identifies opportunities for the Mayor's Office to be more responsive and engaged across Hamilton County.

The Liaison also represents the Mayor's Office at community meetings, public events and other external engagements and supports communications efforts that keep residents informed about County government.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, physical requirements, knowledge, skills, abilities, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.

This is a Fair Labor Standards Act Defined Exempt Position - Exempt positions are excluded from minimum wage, overtime regulations, and other rights and protections afforded nonexempt workers. The employee in this position is paid a salary rather than an hourly wage for this position. FLSA does not limit the amount of work time an employer may require or expect from any exempt employee, on any schedule. Hamilton County Government expects an employee in this position to complete the work assigned regardless the number of hours involved in completing the tasks assigned**.**

TASKS:

Community Relations & Engagement: Build and maintain relationships with residents, neighborhood and civic leaders, community organizations and other stakeholders, with particular attention to unincorporated communities. Attend community meetings, monthly breakfasts and local events to stay connected to residents and community priorities.

Constituent Services: Serve as a primary point of contact for constituent questions, concerns and requests received by the Mayor's Office. Coordinate with County departments to connect residents with the appropriate resources, track issues through resolution and ensure timely follow-up.

County Commission Relations: Maintain strong working relationships with members of the Hamilton County Commission and serve as a liaison between Commissioners and the Mayor's Office on constituent concerns, community projects, events and district priorities.

Community Outreach: Identify opportunities for the Mayor's Office to engage directly with residents. Help organize and host town halls, community meetings, neighborhood events and other opportunities that connect residents with the Mayor's Office, County Commissioners and County departments.

Community Partnerships: Build relationships with civic organizations, nonprofits, businesses and other community partners. Identify opportunities to bring the right people and organizations together around community needs and County priorities.

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Cross-Department Coordination: Work with Economic & Community Development, Parks & Recreation, Health & Social Services, Highway, Planning and other County departments to address constituent needs and support community engagement around County projects and services.

Public Representation: Represent the Mayor's Office and County government at community events, civic meetings, public meetings and other external engagements.

Digital Engagement & Communications: Work with the communications team to help keep residents informed about County projects, services and opportunities. Assist with social media content, community updates, newsletters, videos and other public-facing communications.

Issue Tracking & Community Feedback: Identify recurring constituent concerns and emerging community issues, communicate those trends internally and help develop solutions that improve the County's responsiveness to residents.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

Knowledge of public relations methods, practices, and procedures.
Knowledge of and skill in researching, analyzing, and interpreting information.
Knowledge of computer hardware, software, and peripherals.
Knowledge of educational methods and practices.
Knowledge of local and state politics.
Skill in taking and editing pictures and videos for use on social media.
Skill in keep the public informed and on County business initiatives.
Skill in utilizing verbal and written communication in the development of responses, correspondence, and media releases.
Skill in developing public information and publicity plans.
Skill in communicating with public officials.
Skill in establishing and maintaining effective working relationships with residents, neighborhood and civic leaders, community organizations and other stakeholders.
Skill in effectively communicating in both oral and written form with coworkers, County employees, public officials, and constituents.
Skill and proficiency in Microsoft Office Suite, including Excel, Outlook, PowerPoint and Word.
Ability to maintain a professional image.
Ability to evaluate situations, make decisions, and express thoughts/ideas clearly and concisely.
Ability to multi-task and work in a fast-paced, ever-changing environment.
Ability to identify constituent needs/concerns and create solutions and/or partnerships to bring resolution.

MINIMUM QUALIFICATIONS:

A Bachelor's Degree in Business Administration, Public Administration, Communications, or a related field with a minimum of five (5) years of direct work experience in business management, public administration, communications, or with the media/public relations. Must possess a valid driver's license.

OR

An Associate's Degree in Business Administration, Public Administration, Communications, or a related field with a minimum of seven (7) years of direct work experience in business management, public administration, communications, or with the media/public relations. Must possess a valid driver's license.

OR

A high school diploma with a minimum of nine (9) years of direct work experience in business management, public administration, communications, or with the media/public relations. Must possess a valid driver's license.

ADDITIONAL REQUIREMENTS:

This job will require flexibility with occasional work on nights and weekends.

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Work requires the ability to respond appropriately to constituent inquiries, community events, and community concerns.

Work requires ongoing public relations and community contact.

Prior to operating a County-owned vehicle, all employees are required to complete the HC Defensive Driving course and/or an Emergency Vehicle Operations Course (EVOC) provided at the department level.

PHYSICAL REQUIREMENTS:

Work requires long periods of attention to detail, extensive computer keyboarding, and occasional lifting, bending, kneeling, stooping or crawling to transport, set up, and tear down event materials, and décor. Work requires extensive communication with the public and other departments.

ADDITIONAL INFORMATION:

This job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

All positions within Hamilton County Government are considered work **in-person** and require regular and punctual attendance.

All positions within Hamilton County Government may require work on Holidays or weekends. Additionally, irregular hours and shift work may be required, including possible extension of shift hours, at times with short notice.

AN EQUAL OPPORTUNITY EMPLOYER
Hamilton County does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services. A copy of Hamilton County's Equal Employment Opportunity Plan (EEOP) & Utilization Report is available on the County's Equal Employment Opportunity (EEO) Office home page.
https://www.hamiltontn.gov/Department_EqualEmploymentOpportunityOffice.aspx

Prepared by: CM
Reviewed by: CM
HR Review by: CP 10.9.2026