Position:
Constituent and Business Services Educator (Community Services Representative I SR-20)

Organization description:
The City and County of Honolulu ("City") Office of Economic Revitalization (OER) was established by Mayor Kirk Caldwell to coordinate the City's response to the COVID-19 pandemic and economic recovery. OER ensures that COVID-19 testing is widely available and businesses and community institutions operate in a safe manner to ensure that O'ahu’s economy can remain open. OER also directly assists O'ahu residents and businesses to find assistance and execute CARES-funded jobs and other programs. Additionally, OER is tasked with the development and transition over time to a more diversified and resilient economy.

Duties and responsibilities:
• Primarily serves as a City OER Service Center representative specializing in constituent and business compliance education
• Provides educational outreach and constituent services to businesses, other operations, and members of the public in relation to compliance with applicable regulations, requirements, and conditions
• Contacts and connects with business and organizations to provide current information on business best practices and requirements as part of an outbound education effort to targeted business types and/or in response to inquiries received at the OER Service Center
• Visits businesses and other operations to assess and educate constituents on compliance with requirements and guidelines
• Provides assistance, resources, and materials to businesses and members of the public to comply with evolving requirements and guidelines in person and/or over the phone
• Prepares materials and findings of facts for appropriate law enforcement actions
• Performs other related duties as may be assigned to ensure efficient operations of the City OER

Qualifications:
• Desire to provide a high-level of constituent and business service to the O‘ahu community
• Ability to deliver concise and accurate information in a professional and helpful demeanor
• Patience and empathy when dealing with constituents and/or businesses that may be experiencing challenging and difficult situations
• Basic computer, internet, and smart phone usage skills (e.g., quick searching to find information at new webpages and find information within webpages, as well as, accessing on-line call logs and reports of violation)
• Good verbal and written and communication skills
• Strong attention to detail
• Ability to engage with and investigate complaints of businesses and organizations and write briefings and findings based on these cases
• Ability to interpret laws, rules, and regulations; make sound observations, remember facts, and give testimony based thereon; communicate effectively with the public and representatives of other governments agencies
• A combination of experience consistent with constituent and/or customer services, public relations, government administration or related field and experiences

License requirement:
Possession of a valid Hawai‘i State driver’s license.

Physical requirement:
Persons seeking appointment to positions in this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties.

Compensation:
Starting salary ranging from $4,079 to $5,587 monthly.

Employment duration:
Contract to start as early as September 1, 2020 until December 30, 2020.

To apply:
To apply, please send a 1-2 page cover letter, current resume, and at least three current references to oer@honolulu.gov. Please highlight aspects of your experience that are relevant for this position for this position and explain why you are interested in working with the City and County of Honolulu in this role.

Deadline to apply:
Applications will be accepted until all positions are filled.