City of Jackson
Office of Constituent Services
FY 2016 – FY 2017

TONY T. YARBER
MAYOR

Office of Constituent Services
Mission Statement

Mission Statement

As servants to the citizens of Jackson, the Mayor's Office is responsible for striving towards the manifestation of the city's vision. At every level, in every department, in all tasks – we are committed to our citizens, innovative in our thoughts, seamlessly connected in our processes, champions of our vibrant city, diligent in our efforts to assure the progression of our people and a prosperous city, and leaders that exemplify the level of excellence that Jackson deserves.

Prioritization of Goals and Objectives

- Provide timely and accurate responses to inquires received from our constituents, council members, or other city employees who may call on behalf of our constituents.
- Engage constituents as well as council members in initiatives of the Mayor's Office.
- Attend community events and meetings as a liaison and point of contact for the Mayor's Office.
- Improve the quality of life in our neighborhoods through expanded outreach, stronger community partnerships and improved government responsiveness.
- Drive meaningful progress and tangible results on the Administration's priorities in partnership with City operating departments and external partners.

Core Functions

- The office of Constituent Services gives direct access and accurate information along with timely assistance with city programs and services to constituents, council members and city employees.

- The PEG network promotes the free exchange of diverse ideas, enables Jackson's residents to exercise their First Amendment right to free speech, and encourage local citizens to express their interest and opinions. PEG provides production facilities, technical assistance, and media training to any local individual, group or organization that wishes to develop television programming. The PEG network provides the City of Jackson a vehicle to use to promote City sponsored events, programs and initiatives.

- The 311 Call Center facilitates the resolution in response to constituent and staff inquires, constituent's complaints and request regarding city- related programs and services by forwarding and or referring constituents to the responsible City Department/ Division for follow- up and implementation. The 311 Call Center is also responsible for tracking and monitoring effectiveness and timeliness of City divisions services and responses.

Expenditures

- Expenditures for the Office of Constituent Services covers personal services and daily operational needs.

Staffing

The Office of Constituent Services currently operates with (10) employees and is budgeted for a total of (12)employees. The changes to the organizational structure for FY16-FY17 will bring staffing levels to (8) employees and allow the office to continue to provide quality service to it's customers.

Summary
Constituent Services Budget FY2016- Fy2017

The of Constituent Services budget for FY16 - FY17 reflects restructuring that will amount in a $156,178.81 in savings with a proposed budget of $598,777.

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