GOVERNMENT OF THE DISTRICT OF COLUMBIA
COUNCIL OF THE DISTRICT OF COLUMBIA

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: **CDC-21-12**	POSITION TITLE: **Constituent Services Coordinator**
OPENING DATE **09-01-21**	CLOSING DATE: **Open until filled**
SALARY: **$50,000 per year**	TOUR OF DUTY: **40 hrs. per week**
NO. OF VACANCIES: **One (1)**	OFFICE: **Office of Councilmember Brooke Pinto**
TYPE OF APPOINTMENT: **Full-Time Excepted Service**	DURATION OF APPOINTMENT: **At-Will**
AREA OF CONSIDERATION: **Open to the Public**	LOCATION: **John A. Wilson Building 1350 Pennsylvania Avenue, NW Washington, DC 20004**

This position is **NOT** in a collective bargaining unit.

The Constituent Services Coordinator will serve as a liaison between the constituents of Ward 2 and the Councilmember. The CSC provides daily coordination and management of issues, complaints, concerns and questions from Ward 2 residents. Upon receipt of the issue, the CSC will determine the most appropriate course of action and either personally handle the issue or work with other staff to resolve it, generally working with a DC agency or department. This position reports directly to the Constituent Services Director.

DUTIES

- Assisting residents with issues associated with government service delivery, government programs, neighborhood related issues, and other concerns with the quality of life in Ward 2.
- Monitoring constituent inquiries through the Customer Relationship Management (CRM) system, council email, website, tweets, and other social media, phone calls, or written correspondence. This may include working with the Communications Director to ensure all requests are addressed expeditiously.
- Meeting with community stakeholders to listen to and address resident issues and concerns. These meetings include Advisory Neighborhood Commission meetings, Parent Teacher Student Organization meetings, and Citizens Association meetings. Meetings are held in person and virtually using online platforms like Zoom. Some meetings require occasional availability in the evenings and on weekends.
- Attending agency meetings and discussions as needed, including meeting agency officials in the field to address issues.
- Maintaining and continually updating a comprehensive list of key contact staff and programs in the DC government.

- Serving as a positive contact for the public to help people get their issues resolved which often requires follow up with District and federal agency partners.
- Communicating regularly with the Ward 2 Council staff and Councilmember about recurring issues that may need larger scale solutions.

QUALIFICATIONS

- Associates degree or higher.
- Experience with customer service or constituent services.
- Familiarity with DC Agencies.
- Eagerness and enthusiasm to serve constituents in a timely, courteous, and thorough manner.
- Proficiency with Microsoft applications and willingness to learn and use CRM system.

HOW TO APPLY: Please send resume and cover letter to Genevieve Fugere Hulick at ghulick@dccouncil.us with "Constituent Services Coordinator" in the subject line. Cover letter must include why the candidate wants to work in public service.

DOMICILE REQUIREMENT: An appointee to the Excepted Service is required to be domiciled in the District of Columbia at the time of his or her appointment, or become a domiciliary of the District of Columbia within 180 days of appointment, and shall maintain such domicile during the period of appointment. (D.C. Official Code §§ 1-609.06(a) and 1-610.59; and 6 DCMR B 305.)

SALARY AND BENEFITS:

The Council of the District of Columbia offers a compensation package that includes a competitive salary; medical, dental, and vision coverage; long- and short-term disability program; a 457(b) program with a 3 percent employer match and a 5 percent entirely-employer funded contribution; 13 to 26 days of annual leave, based on years of employment; 13 days of sick leave; 8 weeks of paid family leave; 12 paid holidays; subsidized public transportation and bikeshare membership; subsidized use of an off-site gym.

COVID-19 VACCINATION POLICY

The highest priority for the Council of the District of Columbia ("Council") is providing a safe and healthy workplace for our employees. To ensure a continued focus on our employees' well-being, as well as the health and safety of our volunteers, contractors and visitors we have devised this mandatory COVID-19 vaccination policy. Our goal is to mitigate the potential for transmission of COVID-19 in our workplace and that requires full cooperation among all parties. In light of medical and scientific data that confirms the safety and effectiveness of the COVID-19 vaccines, and to safeguard Council employees, volunteers, contractors, and visitors, the COVID-19 vaccine is mandatory for all employees, volunteers and contractors providing on-site services, except those with an approved religious or medical use exemption. All new hires must present proof they have been fully vaccinated against COVID-19 no later than one week prior to their start date or submit a Request for Vaccine Exemption Accommodation Form.

DRUG-FREE WORKPLACE: Pursuant to the requirements of the Drug-Free Workplace Act of 1988, the individual selected to fill this position will, as a condition of employment, be required to notify his/her immediate supervisor, in writing, not later than five (5) days after conviction of or a plea of guilty to a violation of any criminal drug statue occurring in the workplace.

EEO Statement: The District of Columbia government is an equal opportunity employer.

Equal Opportunity Employer: All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.

Notice of Non-Discrimination: In accordance with D.C. Human Rights Act of 1977, as amended, D.C. Official Code, Section 2-1401.01 et. seq., (Act) the District of Columbia does not discriminate on the basis of actual or perceived: race color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.

OFFICIAL JOB OFFERS ARE MADE ONLY BY THE COUNCIL'S HUMAN RESOURCES DIVISION