MICHIGAN SENATE
SENATE MAJORITY LEADER
POSITION POSTING

CONSTITUENT SERVICES DIRECTOR

SUMMARY:
Under the direction of the Senate Majority Leader and supervised by the Deputy Chief of Public Affairs, the Constituent Services Director provides support, liaises with, and helps to set overall strategy for Majority Member offices and staff with all issues related to constituent communications and case management.

The Constituent Services Director provides ongoing support to Majority Member offices including, but not limited to, interfacing with offices to help troubleshoot constituent service issues and answer questions, implementing procedures and protocols for constituent case management, assisting in developing training materials and educating staff on best practices, identifying opportunities for professional development, creating strategies to foster positive interactions between individual Members and their constituents, and providing general assistance, as necessary, to Member offices and staff.

ESSENTIAL JOB FUNCTIONS:
- Acts as the primary strategist and support person to assist Member offices with all issues related to constituent communications and case management
- Collaborates with Member offices to identify constituent outreach opportunities and to develop and implement best practices for interacting with state departments and other organizations
- Advises Member offices on complex constituent service cases and assists them in messaging, particularly on Caucus priorities
- Coordinates with the Deputy Chief of Public Affairs, Director of External Affairs, and Regional Liaisons on larger issues in respective areas and strategies for proactive outreach and responsive communications and events, as needed
- Assesses Member office and staff needs through one-on-one coaching meetings under the direction of the Deputy Chief of Public Affairs
- Develops, maintains, and presents training materials on constituent services best practices
- Identifies professional development opportunities for staff and interns including, but not limited to, procuring and providing applicable resources and hosting caucus training sessions
- Fosters a supportive and results-driven caucus culture that connects effective constituent services with strong legislative and political strategies

SECONDARY DUTIES AND RESPONSIBILITIES:
- Stays current with constituent services best practices, including workflow procedures, effective communications and outreach initiatives, and case management from intake to resolution
- Monitors federal and state laws and local ordinances and resources impacting constituent services

- Performs all other duties as assigned by the Deputy Chief of Public Affairs, Chief of Staff, and Senate Majority Leader

EDUCATION/EXPERIENCE:
- Bachelor's degree preferred
- Five to ten years of legislative or constituent services experience preferred
- Other combinations of education and experience evaluated on an individual basis

SKILLS AND KNOWLEDGE REQUIRED:
- Ability to develop and maintain good working relationships with colleagues, legislators and staff, and other groups as needed
- Ability to maintain confidentiality of sensitive information
- Knowledge of the Michigan legislative process and of the structure and policies of state government
- Ability to use basic computer applications, including Microsoft Outlook, Word, and Excel
- Exceptional communication skills, both written and verbal
- Ability to work outside of normal work schedule, as necessary
- Ability to prioritize multiple tasks in a fast-paced environment and meet deadlines that may be rigid or subject to change on short notice
- Ability to use diplomacy, discretion, and good judgment when disseminating information
- Access to a reliable vehicle and up-to-date driver's license
- Ability to mentor, motivate, and guide staff
- Ability to remain composed under pressure when dealing with angry or difficult constituents or stakeholders

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This job description is not intended as a comprehensive list of all of the duties required of this position. Additional duties may be assigned from time to time, and the listed duties are subject to change at any time, with or without notice.

STATUS: Salaried, with a standard benefit package
SALARY: $75,000 - $85,000, based on experience
GOVERNING CAUCUS: Democratic

This is a non-civil service, at-will position.

Applications will be accepted until position is filled.
Interested applicants, please submit a cover letter and resume with the subject line "Constituent Services Director" to:

Human Resources
PO Box 30036
Lansing, MI 48909
Email: Resume@senate.michigan.gov

The Michigan Senate considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, height, weight, disability, marital status, sexual orientation, gender identity

or expression, or any other legally protected status. If you are a person with a qualified disability, you may request any needed reasonable accommodation to participate in the application, testing, and/or interview process by contacting the Senate ADA Coordinator at 517-373-1675.