

MICHIGAN SENATE

DISTRICT 35 INCOMING SENATOR-ELECT

POSITION POSTING

CONSTITUENT SERVICES DIRECTOR

SUMMARY:

Under the direction of the incoming District 35 Senator-Elect and Chief of Staff, the Constituent Services Director manages constituent casework for the Senator-Elect's office, often serving as a liaison between constituents and state departments to resolve various issues for constituents. As necessary, the Constituent Services Director drafts newsletters and other correspondence; holds office hours in the Senator-Elect's district; attends meetings; and answers incoming phone calls from constituents.

ESSENTIAL JOB FUNCTIONS:

- Serves as a primary point of contact for the Senator-Elect's constituent casework
- Meets with constituents
- Answers and responds to constituent phone calls, email, and mail
- Processes constituent inquiries and complaints
- Drafts and edits various correspondence, including constituent responses and ceremonial letters
- Contacts and coordinates with state departments to resolve constituent issues
- Monitors major district happenings
- Performs special projects assigned by the Senator-Elect or Chief of Staff

SECONDARY DUTIES AND RESPONSIBILITIES:

- Attends committee meetings, as necessary
- Attends community events on behalf of the Senator-Elect, as necessary
- Monitors and reviews news articles from the Senator-Elect's district
- Assists with general administrative tasks, including copying, filing, proofreading, and answering incoming calls, as necessary
- Performs other duties, as assigned

EDUCATION/EXPERIENCE:

- High school diploma, or equivalent, required; Bachelor's degree preferred
- Two years prior legislative experience preferred
- Other combinations of education and experience evaluated on an individual basis

SKILLS AND KNOWLEDGE REQUIRED:

- Knowledge of the legislative process and of the structure and policies of state government
- Ability to effectively communicate with constituents who may be frustrated, distraught, or

confrontational

- Ability to use basic computer applications, including Microsoft Outlook, Word, and Excel
- Excellent written and verbal communication skills
- 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 maintain confidentiality of information
- Ability to work independently and as part of a team
- Ability to use diplomacy, discretion, and good judgment when disseminating information

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

GOVERNING CAUCUS: To Be Determined

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

**Applications will be accepted until the position is filled.
Interested applicants, please submit a cover letter and resume to:**

Michigan Senate

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.