



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

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC-21-11	POSITION TITLE: Constituent Services Coordinator
OPENING DATE 08-24-21	CLOSING DATE: 09-17-21
FIRST SCREENING DATE:	TOUR OF DUTY: 40 hrs per week
NO. OF VACANCIES: One (1)	OFFICE: Office of Councilmember Janeese Lewis George
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 incumbent of this position provides residents of Ward 4 constituent services on behalf of the Councilmember. In this capacity, the individual acts as an “agent” for residents in their interaction with the District of Columbia government. The incumbent addresses and attempts to resolve incoming issues, complaints, concerns, regardless of the source, from Ward residents. Upon receipt of the issue or concerns, determines the most appropriate course of action and either personally handles the problem or refers the problem resolution to another Constituent Services Coordinator or the Chief of Staff. Many of the resident inquiries are issues with services being provided by the DC government and usually a particular agency or department. The incumbent contacts the department or agency to gain resolution to the problem. The incumbent may act as the primary contact point for specific types of issues, a particular department, agency or office, or for all issues for residents of the Ward. The incumbent reports to the Chief of Staff.

- Coordinates meeting agendas and provides outreach for all community meetings hosted by the Councilmember.
- Provides the Councilmember with a monthly audit report of constituent service cases, meetings attended, and status of signature/collaborative cases.
- Coordinates and provides outreach for Councilmember’s participation in special activities and events such as parades.

Qualifications

The ideal candidate will possess:

- Strong interpersonal and written communication skills;
- A strong work ethic, including availability to attend weekend and evening events;
- The ability to thrive in a fast-paced, varied environment;
- Critical thinking and problem-solving skills;
- Strong organizational skills and the ability to independently multitask;
- Patience to work with neighbors who may be frustrated with their government or in need of urgent help; and
- Familiarity with Ward 4 neighborhoods and a strong interest in District matters.

Salary

- The starting salary range of this position is between \$55,000-\$62,000.
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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.)

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 statute 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.

HOW TO APPLY: To apply for the position, please email send a cover letter and resume to:

Lenace Edwards, Chief of Staff
Office of Councilmember Janeese Lewis George

ledwards@dccouncil.us

No phone calls, please.
