

POSITION TITLE: Constituent Services Specialist

Opening Date: ASAP

Closing Date: Open until filled

Salary Range: \$65,000-\$70,000

Tour of Duty: Monday-Friday, 9am-5:30pm

No. of Vacancies: One

Office: Ward 1 Councilmember Brianne K. Nadeau

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

POSITION OVERVIEW

Ward 1 Councilmember Brianne K. Nadeau is hiring a Constituent Services Specialist (CSS). This position will work with the constituent services team to serve the residents and small businesses of Ward 1. The CSS will research and respond to constituent services requests and assist with community engagement. This position reports to the Chief of Staff.

Duties may include:

- Researching constituent services issues
- Responding to inquiries from constituents and corresponding with District agencies
- Planning special events
- Attending events in community on behalf of the office

QUALIFICATIONS

- 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
- Familiarity with Ward 1 neighborhoods and a strong interest in District matters
- Bilingual English & Spanish strongly preferred

INCUMBENT ATTRIBUTES

Skills and Competencies required for success:

- Maintains familiarity with current trends in areas of expertise.
- Adaptability – Demonstrates the ability to adapt quickly to changing conditions or performance expectations. Maintains productivity while performing assignments. Effectively evaluates and uses new ideas to enhance results. Is able to focus on assignments during periods of change or uncertainty.

- Accountability – Accepts accountability for achieving results and takes responsibility for outcomes. Identifies ways to enhance individual and group performance in order to make greater contributions to the Council. Takes a proactive approach, anticipating and addressing issues before they arise.
- Communications – Communicates with individuals and groups effectively and professionally. Makes clear and convincing oral presentations. Listens effectively and clarifies information as needed.
- Customer/Citizen Focus – Demonstrates a “customer/citizen service orientation” and is courteous and respectful in dealing with the public and internal staff. Provides requested information and services in a timely and effective manner and follows through on commitments. Seeks to understand and meet expectations and responds to their concerns.
- Decision Making – Makes sound, well-informed decisions and can clearly explain rationale. Identifies and encourages new ideas and innovations. Develops new insights into situations and uses effective approaches for choosing a course of action or developing appropriate solutions.
- Initiating Action – Takes prompt action when confronted with a problem or made aware of a situation. Implements potential solutions without prompting and does not wait for others to take action or to request action. Anticipates the future and acts appropriately in difficult situations.
- Organizing Work – Approaches work in a methodical manner. Keeps track of details to ensure work is performed accurately and is completed on time. Allocates time and resources effectively and coordinates efforts with all affected parties.
- Political Acumen – Is highly literate in, or willing to learn, the political and media environment of the District of Columbia and the office’s place within it, as well as the function of the functions of the Council and District of Columbia Government.
- Relationship Management – Effectively establishes and maintains rapport with a broad variety of stakeholders. Develops and manages collaborative relationships to carry out assignments and Council goals and objectives. Utilizes tact, diplomacy and ethical behavior in dealing with others.
- Self-Reflexivity – Engages in regular self-reflective practice, examines personal and professional biases, and maintains an understanding of how backgrounds of race, class, ability, and personal background impact the dynamics of a diverse workplace.

PERFORMANCE ENVIRONMENT

Incumbents of this position will be required to work in a high paced, team environment that can at times be stressful or involve minimal supervision. The need to respond to emergent issues may require availability beyond the 9:00am – 5:30pm workday. Work is performed in an office setting with generous opportunities to work remotely.

Due to the nature of government work, staff may encounter events, decision points, or interactions with constituents involving a high degree of trauma. Incumbents of this position are asked to recognize and communicate – to their level of comfort and confidentiality – when

the content of their work may affect them personally or emotionally, and are encouraged to request help from their colleagues when needed.

Regular recess periods and the cyclical nature of the Council's legislative calendar provide opportunities to balance out periods of necessarily high-intensity work. The office strives to create a leave policy and overall culture to minimize the potential for burnout, or to identify and correct for it when it may arise.

More detailed performance expectations will be developed with the Chief of Staff.

HOW TO APPLY

Please send a resume, cover letter, writing sample and three references to Niccole Rivero, Chief of Staff, at nrivero@dccouncil.gov. Please include "CONSTITUENT SERVICES SPECIALIST" in the subject line.

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; 11 paid holidays and subsidized public transportation.

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.

