



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

**POSITION VACANCY ANNOUNCEMENT**

ANNOUNCEMENT NO: <b>CDC – 23 – 110</b>	POSITION TITLE: <b>Deputy Director of Constituent Services</b>
OPENING DATE: <b>12/12/2022</b>	CLOSING DATE: <b>Open until filled</b>
SALARY RANGE: <b>\$57,000-\$80,000</b>	TOUR OF DUTY: <b>Monday-Friday: 9am-5:30pm</b>
NO. OF VACANCIES: <b>One (1)</b>	OFFICE: <b>Ward 7 Councilmember Vincent C. Gray</b>
TYPE OF APPOINTMENT: <b>Full-Time Excepted Service</b>	DURATION OF APPOINTMENT: <b>At-Will</b>
AREA OF CONSIDERATION: <b>Open to the Public</b>	LOCATION: <b>John A. Wilson Building 1350 Pennsylvania Avenue, NW Washington, DC 20004</b>

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

**POSITION OVERVIEW:**

The incumbent of this position works with the Constituent Services Director to provide residents of Ward 7 constituent services on behalf of the Councilmember. In this capacity, the individual acts as an “agent” for residents and helps them with issues associated with government service delivery, government programs, neighborhood related issues and other concerns concerning the quality of life in the Ward 7. The incumbent helps to provide daily coordination, management and resolution of incoming issues, complaints, or concerns from Ward 7 residents. Upon receipt of the issue or concern, determines the most appropriate course of action and either personally handles the problem or refers the problem for resolution to a Constituent Services Specialist/Coordinator, the Director of Constituent Services or another member of the 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 usually provides an additional alternative for a point of contact for issues of residents of their respective Wards. The incumbent report to the Director of Constituent Services.

- Assists with the monitoring of resident inquiries through Councilmember Gray’s website, emails, telephone calls or written correspondence. Coordinates the responses or responds to these resident inquiries regardless of the method of receipt within established office guidelines, policies, and procedures.

- Meets with community stakeholders and attends neighborhood meetings, citizen association meetings, and tenant meetings to learn about and address resident issues and concerns. Also discusses activities and actions of the Council that may impact the quality of life in Ward 7.
- Coordinates meeting agendas and provides outreach for all community meetings hosted by the Councilmember and special activities and events (i.e., parades) that the Councilmember participates in.
- Works cooperatively with the Communications staff in the coordination of Ward 7 events and community outreach meetings.
- Maintains a database of business, community, and neighborhood leaders throughout the Ward.
- Provides the Councilmember with a monthly audit report of constituent service cases, meetings attended, and status of signature/collaborative events.

#### **QUALIFICATIONS:**

The ideal candidate will possess:

- At least three (3) years of providing community outreach services and supporting programs;
- A Bachelor's degree in social sciences or a field of study that equips the incumbent with the necessary skill and knowledge to provide community outreach service is desirable and can be substituted for part of the experience requirement;
- Strong interpersonal and written communication skills;
- A strong work ethic, including availability to attend evening and weekend events;
- Ability to thrive in a fast-paced, varied environment;
- Critical thinking and problem-solving skills;
- Strong organizational skills and the ability to independently multitask;
- Compassion working with constituents who may be frustrated with their government or in need of urgent help;
- And, familiarity with Ward 7 neighborhoods and a strong interest in District matters.

#### **HOW TO APPLY:**

##### **SEND COVER LETTER & RESUME TO:**

Sheila Bunn, Chief of Staff  
 Office of Ward 7 Councilmember Vincent C. Gray  
 1350 Pennsylvania Avenue NW, Suite 406  
 Washington, DC 20004  
 Or, by email to: [sbunn@dcccouncil.gov](mailto:sbunn@dcccouncil.gov)  
***NO PHONE CALLS, please.***

#### **APPLICANTS WILL ONLY BE NOTIFIED IF AN INTERVIEW IS GRANTED.**

**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.)

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#### **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; 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.

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**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.

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