



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

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC-24-0916	POSITION TITLE: Constituent Services Coordinator
OPENING DATE: 09/16/2024	CLOSING DATE: Open until filled
SALARY RANGE: \$60,000 - \$70,000	TOUR OF DUTY: Monday-Friday: 9am-5:00pm, including some nights and weekends.
NO. OF VACANCIES: Two (2)	OFFICE: Councilmember Janeese Lewis George Ward 4
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.

POSITION OVERVIEW:

Ward 4 Councilmember Janeese Lewis George is hiring a Constituent Services Coordinator. This position will work with the constituent services team to serve the residents, businesses, and community groups of Ward 4. The Coordinator will respond to constituent services requests and assist with community engagement. This position reports to the Chief of Staff.

DUTIES AND RESPONSIBILITIES:

- Research constituent service issues.
- Responds to inquiries from constituents and correspond with District agencies.
- Maintains records of outstanding and resolved constituent service requests.
- Plan special events.
- Attend community events on behalf of the office (often after hours and on weekends).

SKILLS AND 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.
- The ability to accept accountability for achieving results and take responsibility for outcomes, make sound, well-informed decisions and clearly explain rationale, and take prompt action when confronted with a problem or made aware of a situation.
- Familiarity with Ward 4 neighborhoods and a strong interest in District matters.
- District residency is required at hiring or within 180 days thereafter.
- ***Bilingual English & Spanish or Bilingual English & Amharic are strongly preferred.***

HOW TO APPLY:

All packages must include:

- Cover Letter
- Resume
- Three (3) References
- Please include “Constituent Services Coordinator” in the subject line.

Please submit application package materials to Candace Tiana Nelson, Chief of Staff, at cnelson@dcouncil.gov.

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; subsidized public transportation and bikeshare membership; subsidized use of an off-site gym.

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.

OFFICIAL JOB OFFERS ARE MADE ONLY BY THE COUNCIL'S HUMAN RESOURCES DIVISION