



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

**POSITION VACANCY ANNOUNCEMENT**

ANNOUNCEMENT NO: <b>CDC-24-0904</b>	POSITION TITLE: <b>Constituent Services Director</b>
OPENING DATE: <b>September 4, 2024</b>	CLOSING DATE: <b>Open until filled</b>
SALARY RANGE: <b>\$80,000 - \$95,000</b>	TOUR OF DUTY: <b>Monday-Friday: 9am-5:30pm, some evening and weekends</b>
NO. OF VACANCIES: <b>One (1)</b>	OFFICE: <b>Councilmember Zachary Parker</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:**

Councilmember Zachary Parker seeks to hire a Director of Constituent Services to oversee the management and operations of the Constituent Services team, ensuring that Ward 5 residents receive comprehensive support on behalf of Councilmember Parker. This role involves acting as a liaison between residents and the District of Columbia government, addressing issues related to government service delivery, neighborhood concerns, and overall quality of life in Ward 5.

The Director will be responsible for the daily coordination and management of incoming issues, complaints, and concerns from Ward 5 residents. This includes determining the appropriate course of action for each matter and either personally addressing it or delegating it to a Constituent Services Specialist or Coordinator. The Director may also serve as the primary contact for specific issues or departments, agencies, or offices.

In addition, the Director will engage with community stakeholders, represent the office at agency and community meetings, and conduct site visits with agency officials and residents. The Director will report directly to the Chief of Staff.

## ESSENTIAL JOB FUNCTIONS:

- Provides overall management and direction for a program of constituent services.
- Ensures that constituent inquiries, regardless of the receipt method, receive prompt responses according to established office guidelines, policies, and procedures.
- Acts as an information and service delivery resource for Ward 5 residents and provides a consistent communication channel to the citizen of the Ward.
- Meets with community stakeholders to listen to and address constituent issues and concerns.
- Attends neighborhood meetings, tenant meetings, and citizen association meetings and conducts site visits to collect information on the constituent issues in the Ward.
- Establishes cooperative and collaborative working relationships with DC government departments, agencies, and offices to obtain information and resolve issues on behalf of constituents.
- Maintains a comprehensive database of services, programs, and critical contact staff in the DC government to resolve issues and concerns quickly.
- Works cooperatively with the Communications staff to coordinate Ward events and community outreach meetings, as well as maintains a calendar of Ward-based events.
- Maintains a database of businesses, community, and neighborhood leaders throughout the Ward.

## QUALIFICATIONS:

*The successful incumbent of this position will possess the following:*

- At least three (3) years of experience providing community outreach services and programs. Management experience is preferred.
- A Bachelor' 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, with a high degree of compassion, patience, and diplomacy to work with constituents who may be frustrated with their government or in need of urgent help.
- A strong work ethic, including availability to attend evening and weekend events.
- The ability to thrive in a fast-paced, varied environment.
- Critical thinking and problem-solving skills.
- Detail oriented, with strong organizational skills and the ability to independently multitask.
- Familiarity with Ward 5 neighborhoods and a strong interest in District matters.

## HOW TO APPLY:

All packages must include:

- Cover Letter
- Resume
- Three References
- Please include "DIRECTOR OF CONSTITUENT SERVICES" in the subject line.  
**Please submit application package materials to [rroberts@dccouncil.gov](mailto:rroberts@dccouncil.gov)**
- **NO PHONE CALLS**, please. Applicants will only be notified if granted an interview.

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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.)

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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 and subsidized public transportation.

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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.

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**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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