



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

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC – 24 – 0923	POSITION TITLE: Deputy Chief of Staff/ Constituent Services Director
OPENING DATE: September 23, 2024	CLOSING DATE: October 11, 2024
SALARY RANGE: \$95,000 - \$110,000	TOUR OF DUTY: Monday-Friday: 9am - 5:30pm
NO. OF VACANCIES: One (1)	OFFICE: Office of At-Large Councilmember Robert C. White, Jr.
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:

District of Columbia Councilmember Robert White (D, At-Large) is seeking an experienced and driven Deputy Chief of Staff/Constituent Services Director who is dedicated to advancing social justice. 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 quality of life in the District. The Deputy Chief of Staff will be responsible for the daily coordination and management of incoming issues and concerns from District residents. This includes determining the appropriate course of action for each matter and either personally addressing it or delegating it to a Constituent Services Coordinator.

The incumbent may also serve as the primary contact for specific issues, departments, agencies, or offices. Additionally, the incumbent will engage with community stakeholders, represent the office at agency and community meetings, and conduct site visits with agency officials and residents. The incumbent will report directly to the Chief of Staff. All staff members engage with constituents and represent the office at meetings and events across the District.

ESSENTIAL JOB FUNCTIONS:

- **Constituent Services Management:** Provides overall management and direction for a program of constituent services ensuring citizens are helped with issues associated with government service delivery, government programs, neighborhood related issues and concerns regarding the quality of life in the District. Manage the response to citizen inquiries through the Councilmember website, emails, telephone messages or written correspondence. Serve as an information and service delivery resource and consistent communication channel to residents. Establish 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.
- **Community Engagement Liaison:** Oversees and manages the day-to-day operations of the Constituent Services community engagement program. 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 of District residents. Maintains a database of businesses, community, and neighborhood leaders throughout the District. Sets clear goals for community engagement and monitor's the office's outreach efforts and constituencies reached. Develops and implements a yearly community engagement plan including a calendar of community events. Monitors and analyzes community issues and concern patterns to identify policy areas and government services issues the office should focus on.
- **Office Management:** Assists the Chief of Staff in the development and implementation of systems to improve operational efficiency and effectiveness. Assists in the preparation of status reports and briefings.
- **Staff Management:** Assists the Chief of Staff in staff management, including vacation and timecard approval, conflict resolution and workflow management.
- **Communications Management:** Oversees office external communications and works collaboratively with the Communications Director to ensure residents are knowledgeable about District resources and the work done by our office; Collaborates with the Communications Director to develop and execute a distribution plan for annual reports.
- Maintains a good, professional working relationship with the Councilmember, staff, and constituents.
- Works a flexible schedule including long hours, nights, weekends, and possibly holidays.
- Performs other duties as assigned.

QUALIFICATIONS:

- At least three (3) years of demonstrated experience leading, developing and coordinating community outreach services and programs; Management experience is preferred.
- A Bachelor's degree in a social science 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.
- Demonstrates working knowledge of District matters.

SKILLS AND KNOWLEDGE REQUIRED:

The successful applicant for this position will contribute to the execution of the Councilmember's vision to make our government a tool for social justice, and possesses the following attributes:

- The temperament to communicate with a variety of personalities in a tactful and professional manner.
- Excellent oral and written communication skills.
- Excellent time management skills to be able to prioritize activities, especially when there is a high volume of tasks.
- Strong critical thinking and research skills for researching constituent services issues.
- The ability to plan events and manage multiple projects simultaneously.
- Works efficiently while prioritizing tasks and managing short deadlines.
- Ability to work independently.
- The ability to work well under pressure, handle stress effectively, and thrive in a fast-paced environment.

HOW TO APPLY:

All packages must include:

- Cover Letter
- Resume
- Three References
- Please include *"Deputy Chief of Staff"* in the subject line and submit application materials to Angela Fowlkes at afowlkes@dccouncil.gov.
- No phone calls, please. Applicants will only be notified if granted an interview.

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.
