



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

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC – 24 – 0923	POSITION TITLE: Executive Assistant / Constituent Services Coordinator
OPENING DATE: September 23, 2024	CLOSING DATE: Until Filled
SALARY RANGE: \$70,000 - \$80,000	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) seeks a highly motivated Executive Assistant to Councilmember White who will also support the Constituent Services team. The Executive Assistant/Constituent Services Coordinator will manage the Councilmember’s official schedule, travel plans, emails, and related records, and will provide administrative support functions for the office. The Incumbent to this position will greet visitors to the Council office, respond to residents who contact the office by phone, mail or email, and will work closely with the Constituent Services team to resolve outstanding issues.

The incumbent to this position will have a broad understanding of the workings of the Council as well as the Executive Branch of the District government. The incumbent will also act as a liaison for the staff, public and other Members of the Council of the District of Columbia, and reports directly to the Deputy Chief of Staff / Constituent Services Director. All staff engage with constituents and represent the office at meetings and events across the district.

ESSENTIAL JOB FUNCTIONS:

- **Executive Administration:** Serves as Executive Assistant to the Councilmember; Monitors, takes messages and returns the Councilmember's incoming telephone calls; Places outgoing calls for the Councilmember. Reviews and responds to the Councilmember's mail and invitations via written correspondence or personal call. Maintains files of invitations that have been declined, accepted, or that are tentative/pending; Maintains, organizes and digitizes the Councilmember's files, including notes, written and email correspondence, and all information and receipts relating to travel.
- **Office Administration:** Greets guests and directs visitors upon their arrival at the office. Answers phone calls and annotates messages for the Councilmember and staff. Acts as a liaison for constituents and other individuals when they visit the Councilmember.
- **Councilmember Scheduling:** Prepares the daily, weekly, and monthly projected schedules for the Councilmember and distributes a weekly copy to the Councilmember and staff, Prepares detailed itineraries for the Councilmember, including contact information, location, and agenda. Schedules all staff meetings and briefings involving the Councilmember; Makes reservations for the Councilmember's air travel, ground transportation and lodging.
- **Constituent Services Coordination:** Monitors resident inquiries through the Councilmember's emails, telephone messages and written correspondence. Timely inputs all constituent intake data into the constituent management program and responds to resident inquiries within established office guidelines, policies and procedures and at the directions of the Deputy Chief of Staff/Constituent Services Director. Assists residents with issues associated with government service delivery, government programs, neighborhood related issues and other concerns regarding the quality of life in the District. Drafts letters at the direction of the Deputy Chief of Staff / Constituent Services Director proactively and as assigned from the Councilmember to constituents on notable occasions.
- **Legislative Support:** During heavy legislative periods, assists the legislative team with scheduling and posting hearing notices, reserving rooms and securing technical support for the hearing. Assists in scheduling the new hires for onboarding.
- 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:

- A Bachelor's degree in a relevant field or at least three to five years of experience providing administrative support in a corporate environment or to a high-level supervisor, manager, or executive or director. Demonstrated experience in responding to high volume of calls, maintaining an executive calendar/schedule, and superior customer service.
- A strong interest in District matters.

SKILLS AND KNOWLEDGE REQUIRED:

The successful applicant for this position has a broad knowledge of the operations, functions, and activities of the DC government, 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.
- The ability to work cooperatively and courteously with others.
- Thorough knowledge of office administration, policies, and procedures.
- Thorough knowledge of office computer applications, equipment, and machines.
- Excellent oral and written communication skills.
- Strong critical thinking skills.
- The ability to manage multiple projects simultaneously.
- The ability to exercise discretion and independent judgment with respect to prioritizing and making recommendations on appointments.
- Strong organizational and filing skills.
- Thoroughness and careful attention to detail.
- 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 "**Executive Assistant/Constituent Services Coordinator**" 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.
