



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

**POSITION VACANCY ANNOUNCEMENT**

ANNOUNCEMENT NO: <b>CDC-24-1118</b>	POSITION TITLE: <b>Constituent Services Coordinator</b>
OPENING DATE: <b>November 18, 2024</b>	CLOSING DATE: <b>Open until filled</b>
SALARY RANGE: <b>\$68,000 - 78,000</b>	TOUR OF DUTY: <b>Monday-Friday: 9am-5:30pm</b>
NO. OF VACANCIES: <b>One (1)</b>	OFFICE: <b>Councilmember Matthew Frumin</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 Office of Ward 3 Councilmember Matt Frumin seeks to hire a Constituent Services Coordinator. As part of the constituent services team, the Coordinator will assist Ward 3 residents, businesses, and community groups with issues related to government service delivery, programs, neighborhood concerns, and overall quality of life in the ward. The role also involves liaising with community stakeholders, attending agency and community meetings, and participating in site visits with agency officials and residents in the field. This position reports to the Chief of Staff.

**DUTIES AND RESPONSIBILITIES:**

- Receives resident inquiries or requests through the Councilmember’s website, emails, phone calls, and/or written correspondence, and coordinates responses within established office guidelines, policies, and procedures.
- Researches constituent service issues and engages with DC government departments, agencies, and offices to obtain information or resolve issues on behalf of citizens.
- Meets with community stakeholders and attends neighborhood meetings, citizen association meetings, and/or tenant meetings on behalf of the office. These meetings are often after hours or on weekends.
- Maintains records of constituent services cases in the office CRM and provides regular audit report of cases.

- Maintains a database of businesses, community, and neighborhood leaders throughout the Ward.
- Works cooperatively with the Communications staff to plan events and community outreach meetings, as well as maintains a calendar of Ward-based events.

#### **SKILLS AND QUALIFICATIONS:**

- At least two (2) years of experience providing community outreach services and programs
- 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
- 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
- Compassion, patience, and diplomacy to work with constituents 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 3 neighborhoods and a strong interest in District matters

#### **PERFORMANCE ENVIRONMENT:**

This is a full-time, hybrid position with four days per week in-person in the Councilmember’s office in the Wilson Building in downtown Washington, DC, and one day per week remote, with additional occasional work from home opportunities. Incumbents will work in a collaborative team environment. Evening and occasional weekend availability is required. Regular recess periods and the cyclical nature of the Council’s legislative calendar, as well as the office leave policy, provide opportunities to balance out periods of necessarily high-intensity work. Performance expectations will be developed with the Chief of Staff.

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

All packages must include:

- Cover Letter
- Resume
- Brief writing sample (not more than one page)
- Three References
- Please include “**Constituent Services Coordinator**” in the subject line and submit application materials to Chief of Staff Leigh Catherine Miles [lc miles@dccouncil.gov](mailto:lc miles@dccouncil.gov).
- Applications received before November 30, 2024, will be given priority.
- 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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**OFFICIAL JOB OFFERS ARE MADE ONLY BY THE COUNCIL'S HUMAN RESOURCES DIVISION**