



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

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC-24-1211	POSITION TITLE: Constituent Services Coordinator
OPENING DATE: December 11, 2024	CLOSING DATE: Open until filled
SALARY RANGE: \$50,000.00	TOUR OF DUTY: Monday-Friday: 9am-5:30pm
NO. OF VACANCIES: One (1)	OFFICE: Councilmember Brooke Pinto
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:

The Constituent Services Coordinator (CSC) will serve as a liaison between the constituents of Ward 2 and the Councilmember. The CSC provides daily coordination and management of issues, complaints, concerns and questions from Ward 2 residents. Upon receipt of the issue, the CSC will determine the most appropriate course of action and either personally handle the issue or work with other staff to resolve it, generally working with a DC agency or department. This position will report directly to the Constituent Services Director.

DUTIES AND RESPONSIBILITIES:

- Assist residents with issues related to government service delivery, programs, neighborhood concerns, and other quality-of-life matters in Ward 2.
- Monitor and manage constituent inquiries through the Customer Relationship Management (CRM) system, Council email, website, social media platforms (e.g., tweets), phone calls, and written correspondence. Coordinate with the Communications Director to ensure all requests are addressed promptly.
- Engage with community stakeholders to listen to and address resident concerns. Attend Advisory Neighborhood Commission meetings, Parent Teacher Student Organization meetings, and Citizens

Association meetings, both in person and virtually (e.g., via Zoom). Some meetings may require occasional evening or weekend availability.

- Represent the office at agency meetings and discussions, including on-site visits with agency officials to address specific issues.
- Maintain and regularly update a comprehensive list of key DC government contacts and programs.
- Serve as a positive and approachable liaison for the public, assisting constituents in resolving their issues, often requiring follow-up with District and federal agency partners.
- Communicate recurring or systemic issues in Ward 2 Council staff and Councilmember, recommending larger-scale solutions when necessary.
- Availability for occasional evening and weekend commitments is required.
- Work from the office four days per week, with the option for one remote workday, subject to change based on supervisor discretion.

SKILLS AND QUALIFICATIONS:

- Experience with customer service or constituent services.
- Familiarity with DC Agencies.
- Eagerness and enthusiasm to serve constituents in a timely, courteous, and thorough manner.
- Proficiency with Microsoft applications and willingness to learn and use CRM system.

HOW TO APPLY:

All packages must include:

- Cover Letter
- Resume
- Three References
- Please include “**Constituent Services Coordinator**” in the subject line and submit application materials to Genevieve Hulick, Chief of Staff at ghulick@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.

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