



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

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC-25-0102	POSITION TITLE : Constituent Services Coordinator
OPENING DATE: January 2, 2025	CLOSING DATE: January 31, 2025
SALARY RANGE: \$50,000 -\$62,000	TOUR OF DUTY: Monday-Friday: 9am-5:30pm Some evenings and weekends
NO. OF VACANCIES: One (1)	OFFICE: Councilmember Zachary Parker
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:

Councilmember Zachary Parker is seeking a dedicated and passionate Constituent Services Coordinator to join the team. The Constituent Services Coordinator will serve as the key liaison between Ward 5 residents and the Councilmember's office. In this role, the coordinator will be responsible for managing and addressing constituent issues, complaints, concerns, and inquiries daily.

The Constituent Services Coordinator will report directly to the Constituent Services Director, who in turn reports to the Chief of Staff.

We are looking for a candidate who is proactive, organized, and deeply committed to serving the Ward 5 community. If you are passionate about making a positive impact and have experience in constituent services or public affairs, we encourage you to apply.

ESSENTIAL JOB FUNCTIONS:

- Receive, manage, and track constituent concerns and issues, determining the most appropriate course of action to resolve them.
- Work collaboratively with other staff members and DC agencies or departments to resolve constituent matters effectively.
- Represent the office at community meetings, agency gatherings, and other local events.
- Conduct site visits with agency officials and residents to ensure thorough understanding and resolution of concerns.
- Maintain strong communication with constituents, providing updates on the status of their requests and ensuring timely follow-up.
- 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 and communicated promptly and appropriately; Works cooperatively with the Communications staff to coordinate Ward events and community outreach meetings, as well as maintain a calendar of Ward-based events.
- 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 5 to Council staff and Councilmember, recommending larger-scale solutions when necessary.
- Availability for occasional evening and weekend commitments is required.
- 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.
- Meets with community stakeholders to listen to and address constituent issues and concerns.
- 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.
- 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 "CONSTITUENT SERVICES COORDINATOR" in the subject line.
Please submit application package materials to rroberts@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.
