



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

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC-25-0106	POSITION TITLE: Special Assistant
OPENING DATE: January 6, 2025	CLOSING DATE: Open until filled
SALARY RANGE: \$50,000 - \$55,000	TOUR OF DUTY: Monday-Friday: 9am-5:30pm Weekend and evening availability required
NO. OF VACANCIES: One (1)	OFFICE: Councilmember Wendell Felder
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 Office of Ward 7 Councilmember Wendell Felder seeks to hire a Special Assistant. As part of the team, the Special Assistant will serve as the primary point of contact for Ward 7 residents, managing front desk operations and responding to inquiries via phone, email, social media, and in-person interactions. This role includes coordinating responses to resident concerns, planning events, managing social media content, and acting as a liaison between the community and government services.

DUTIES AND RESPONSIBILITIES:

- **Front Desk Management:** Serve as the first point of contact for residents and visitors by managing front desk operations, answering calls, and responding to inquiries with professionalism and care.
- **Resident Inquiry Management:** Receives and responds to resident inquiries or requests via the Councilmember’s website, emails, phone calls, social media, and written correspondence. Coordinates responses in accordance with office guidelines, policies, and procedures.
- **Event Planning and Outreach Coordination:** Collaborates with Communications and Constituent Services staff to plan events, organize community outreach meetings, and maintain a calendar of Ward-

based events. Builds and maintains a database of businesses, community leaders, and neighborhood contacts to support outreach efforts.

- **Social Media Management:** Manage content across all social media platforms by creating, curating, and scheduling posts that keep constituents informed and engaged. Monitor online conversations to address community concerns, respond to inquiries, and ensure accurate, timely communication that reflects the priorities of Ward 7.
- **Public Liaison and Advocacy:** Serves as a positive and approachable liaison for the public, assisting constituents in resolving issues related to government service delivery, neighborhood concerns, and quality-of-life matters. Escalates recurring or systemic issues to Council staff and the Councilmember, recommending larger-scale solutions when necessary.
- **Government Contact Management:** Maintains and regularly updates a comprehensive list of key DC government contacts and programs to streamline communication and service delivery.
- **Flexible Availability:** Demonstrates flexibility for occasional evening and weekend commitments to fulfill office needs.

SKILLS AND QUALIFICATIONS:

Preferred Qualifications

- Current Ward 7 (Washington, DC) resident.
- At least two (2) years of experience in providing community outreach services and programs.

Competencies Required:

- Proficiency with Microsoft applications and willingness to learn and use a CRM system.
- **Social Media: Advance knowledge of social media platforms (i.e., LinkedIn, X, Facebook,**
- **Communication Skills:** Strong interpersonal and written communication skills.
- **Work Ethic:** A strong commitment to the role, including availability to attend evening and weekend events as needed.
- **Adaptability:** The ability to thrive in a fast-paced, dynamic environment.
- **Problem-Solving:** Critical thinking and problem-solving abilities.
- **Organizational Skills:** Excellent organizational skills with the ability to multitask and work independently.
- **Interpersonal Qualities:** Compassion, patience, and diplomacy to effectively assist constituents who may be frustrated with government processes or require urgent assistance.
- **Accountability:** A results-driven mindset, with the ability to accept accountability, take responsibility for outcomes, make sound decisions, clearly explain reasoning, and take prompt action to resolve issues.
- **Local Knowledge:** Familiarity with DC Agencies and Ward 7 neighborhoods.

PERFORMANCE ENVIRONMENT:

Incumbents of this position will be required to work in a high-paced, team environment that can at times be stressful or involve minimal supervision. The need to respond to emergent issues may require availability beyond the 9:00am – 5:30pm workday. Work is performed in an office setting with opportunities to work remotely.

Due to the nature of government work, staff may encounter events, decision points, or interactions with constituents involving a high degree of trauma. Incumbents of this position are asked to recognize and communicate – to their level of comfort and confidentiality – when the content of their work may affect them personally or emotionally and are encouraged to request help from their colleagues when needed.

Regular recess periods and the cyclical nature of the Council’s legislative calendar provide opportunities to balance out periods of necessarily high-intensity work. The office strives to create a leave policy and overall culture to minimize the potential for burnout, or to identify and correct it when it may arise.

HOW TO APPLY:

All packages must include:

- Cover Letter
- Resume
- Brief writing sample (not more than one page)
- Three References
- Please include “*Special Assistant*” in the subject line and **submit application package materials to Chief of Staff, Dr. Delia Houseal at dhouseal@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