



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

## POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: <b>CDC-25-0224</b>	POSITION TITLE: <b>Constituent Services Coordinator</b>
OPENING DATE: <b>February 24, 2025</b>	CLOSING DATE: <b>Until Filled</b>
SALARY RANGE: <b>\$70,000 - \$80,000</b>	TOUR OF DUTY: <b>Monday-Friday: 9am-5:30pm</b>
NO. OF VACANCIES: <b>One (1)</b>	OFFICE: <b>Office of At-Large Councilmember Robert C. White, Jr.</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:

District of Columbia Councilmember Robert White (D, At-Large) seeks a highly motivated **Constituent Services Coordinator** to support the Deputy Chief of Staff. The Constituent Services Coordinator will work closely with the Constituent Services team to address and resolve constituent concerns efficiently and effectively. The ideal candidate will be highly responsive to resident inquiries via phone and email, demonstrating a strong commitment to timely communication and problem-solving. This role requires attending multiple community events each week, including some evenings and weekends, to ensure the office remains accessible and engaged with District residents.

The Coordinator will regularly interact with District agencies to advocate for and resolve constituent issues while also assisting with special projects that align with the Councilmember's priorities. The incumbent must have a broad understanding of the workings of the Council and the Executive Branch of the District government. Additionally, this position serves as a liaison between the staff, public, and other Council offices. All staff engage directly with constituents and represent the office at meetings and events throughout the District. This is a fast-paced, community-facing role that requires adaptability, strong organizational skills, and a proactive approach to constituent engagement.

## **ESSENTIAL JOB FUNCTIONS:**

### *Constituent Services Coordination:*

- Monitors resident inquiries via telephone messages and written correspondence. Inputs all constituent intake data into the constituent management system in a timely manner and responds to resident inquiries in accordance with established office guidelines, policies, and procedures, as directed by the Deputy Chief of Staff.
- Assists residents with concerns related to government service delivery, programs, neighborhood issues, and overall quality of life in the District. Drafts letters on behalf of the Councilmember for notable occasions, as assigned by the Deputy Chief of Staff or Constituent Services Director.
- Conducts research on constituent service issues and collaborates with DC government departments, agencies, and offices to gather information and facilitate resolutions on behalf of residents.
- Represents the office at community stakeholder meetings, neighborhood gatherings, citizen association meetings, and tenant meetings, many of which take place after hours or on weekends.
- Works with the Deputy Chief of Staff to develop and maintain a database of businesses, community leaders, and neighborhood contacts throughout the Ward.
- Assists the Deputy Chief of Staff in planning events and community outreach meetings while maintaining a calendar of Ward-based events.
- Engages directly with the community through frequent interactions, attending events, and assisting constituents both in the office and in the field. This role is highly community-focused and extends beyond a traditional desk-based position.

### *Office Administration:*

- Answers and directs resident phone calls, ensuring concerns are documented and properly routed.
- Greets visitors and provides guidance upon their arrival.
- Serves as a primary point of contact for constituents, facilitating communication between residents and the Councilmember's office.
- Maintains a professional and collaborative 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:

- Ability to communicate tactfully and professionally with a diverse range of personalities.
- Strong teamwork and interpersonal skills, with the ability to work cooperatively and courteously with others.
- Comprehensive knowledge of office administration, policies, and procedures.
- Proficiency in office computer applications, equipment, and machinery.
- Excellent oral and written communication skills.
- Strong critical thinking and problem-solving abilities.
- Proven ability to manage multiple projects simultaneously.
- Sound judgment and discretion in prioritizing tasks and making recommendations on appointments.
- Exceptional organizational and filing skills.
- Meticulous attention to detail and accuracy.
- Ability to perform effectively under pressure, manage stress, and excel in a fast-paced environment.

## **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 Shanel Wilson at [swilson@dccouncil.gov](mailto:swilson@dccouncil.gov).
- 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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