



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

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC –25-0425	POSITION TITLE : Constituent Services Coordinator
OPENING DATE: April 25, 2025	CLOSING DATE: Open until filled
SALARY RANGE: \$50,000 - \$65,000	TOUR OF DUTY: Monday-Friday: 9am-5:30pm (core); occasional evenings and weekends
NO. OF VACANCIES: One (1)	OFFICE: Councilmember Kenyan McDuffie
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:

An effective Constituent Services Coordinator must be deeply committed to seeking out the best methods for Councilmember McDuffie’s office to connect with—and deliver for—the communities and constituents of the District of Columbia. As a Constituent Services Coordinator supporting an At-Large Councilmember, you will serve the public through creative and effective problem-solving related to a range of issues for constituents in the District of Columbia. This role offers an incredible opportunity to gain valuable experience in community-focused governance while working closely with local leaders to enact meaningful change.

DUTIES AND CORE RESPONSIBILITIES:

- **Casework and Constituent Assistance-** Fields constituent inquiries in person, via the Councilmember’s website, emails, phone calls, and written correspondence, and coordinates responses in accordance with established office guidelines, policies, and procedures. Assist constituents in resolving a host of diverse issues.
- **Records Management-** Tracks constituent casework using the office’s Constituent Relationship Management (CRM) system and conducts regular case audits.

- **Government Coordination and Fieldwork-** Coordinates with other DC government agencies to resolve constituent matters. Facilitates on the ground collaboration between constituents and agency officials by participating in site visits, walkthroughs, and special initiatives that address community concerns (e.g., illegal dumping, public safety, etc.).
- **Community Outreach and Engagement-** Builds and maintains relationships with community stakeholders, such as local boards, government agencies, and non-profits, ensuring responsiveness to community needs. Represents the office at community stakeholder meetings, neighborhood gatherings, citizen association meetings, tenant meetings, and ANC meetings **which often occur after hours or on weekends**.
- **Stakeholder Management-** Builds and maintains a database of businesses, community leaders, and neighborhood contacts throughout all 8 Wards.
- **Event Planning and Coordination-** Collaborate on community outreach activities, including town hall meetings and office-sponsored forums, to engage constituents effectively and maintain a calendar of events that reflect all 8 Wards.

QUALIFICATIONS:

- At least two years of experience in community facing work or leading community centered activities (e.g., serving as an ANC, leading a civic association, community organizing, casework, government, social service, or non-profit work, etc.).
- Strong communication and interpersonal skills.
- *Fluency in a language other than English (preferred but not required)*
- *Experience with CRM tools like Microsoft Dynamics (preferred but not required)*

CORE COMPETENCIES:

- **Availability-** Role requires having a flexible schedule as much of the work may take place in the community after traditional business hours and on weekends.
- **Project Management-** Demonstrated ability to manage workflows, lead cross-agency coordination, and execute strategic initiatives that improve constituent service delivery, strengthen operational efficiency, and ensure timely, solution-oriented case resolution.
- **Technology Proficiency-** Proficient in the use of technology and digital tools such as Zoom, Teams, Outlook, Microsoft 365, etc.
- **Adaptability-** The ability to thrive in a fast-paced, dynamic environment.

- **Problem-Solving-** Critical thinking and problem-solving abilities.
- **Organizational Skills-** Attention to detail, excellent organizational skills, and the ability to work under tight deadlines, multitask, and work independently.
- **High Emotional Intelligence (EQ)-** Possesses the ability to understand and manage one's own emotions, while empathetically engaging with others. This competence fosters strong interpersonal relationships, effective communication, and collaboration—critical for thriving in dynamic, cross-functional environments. High EQ ensures the candidate can navigate complex social dynamics, build trust within teams, and lead with empathy.
- **Accountability-** Possess a strong work ethic and have 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 neighbors in all 8 Wards.

HOW TO APPLY:

If you're driven to make a tangible difference in D.C. communities and possess the skills to connect with constituents effectively, we'd love to hear from you!

- Cover Letter
- Resume
- Three References in a single PDF document
- Submit your application package materials to awright@dccouncil.gov with "Constituent Services Coordinator" in the subject line.
- **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