



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

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC-25-0414	POSITION TITLE: Constituent Services Director
OPENING DATE: April 14, 2025	CLOSING DATE: Open until position is filled
SALARY RANGE: \$80,000 - \$95,000	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 Councilmember Wendell Felder seeks to hire an experienced and dynamic Constituent Services Director to oversee the management and operations of the Constituent Services team, ensuring that Ward 7 residents receive high-quality, responsive services. This role involves acting as a liaison between residents and the District of Columbia government, addressing issues related to government service delivery, neighborhood concerns, and overall quality of life in Ward 7.

The Director will be responsible for the daily coordination and management of incoming issues, complaints, and concerns from Ward 7 residents. This includes determining the appropriate course of action for each matter and either personally addressing it or delegating it to a Constituent Services Specialist or Coordinator. The Director may also serve as the primary contact for specific issues or departments, agencies, or offices.

In addition, the Director will engage with community stakeholders, represent the office at agency and community meetings, advance the Councilmember at community events, and conduct site visits with agency officials and residents. This role reports directly to the Chief of Staff.

ESSENTIAL JOB FUNCTIONS:

- **Lead and Manage Constituent Services Team.** Oversee the daily operations of the Constituent Services Team, ensuring effective case management and resolution of constituent issues. Provide guidance, set clear goals and foster a culture of excellence and accountability within the team.
- **Constituent Issue Resolution:** Establish processes and procedures to ensure that all constituent inquiries, regardless of how they are received, are promptly addressed in accordance with established office guidelines, policies, and procedures.
- **Collaborate with Government Agencies and Partners:** Act as a liaison between the Councilmember's office and DC government agencies, including DPW, DDOT, DOB, DHS and other relevant agencies and partners. Coordinate with these agencies to facilitate resolutions to constituent issues and advocate changes in policies or services where needed.
- **Manage Casework and CRM Systems:** Oversee the casework process, ensure issues are addressed efficiently and that the constituents receive timely follow-up. Implement and manage a Constituent Relationship Management (CRM) system for case tracking, reporting, and performance metrics.
- **Coordinate Community Events & Initiatives:** Coordinate the development and implementation of outreach and community engagement initiatives and activities aimed at addressing the needs of residents. Align programs and initiatives with the Councilmember's priorities and interest.
- **Communicate Policy and Service Information:** Provide clear and timely communication to constituents on new policies, services and resources by attending ANC meetings and other stakeholder meetings. Work with the Communications team to develop and update communication materials.
- **Provide Strategic Guidance:** Advise the Councilmember on key constituent issues and emerging trends in the community. Prepare briefings and reports on a regular basis and as necessary.
- **Maintain Community Relationships:** Foster strong relationships with community groups, neighborhood leaders and other stakeholders to better serve the needs of Ward 7 residents. Establish and maintain a database of businesses, community organizations, and neighborhood leaders throughout the Ward to foster effective engagement.
- **Staff the Councilmember at Community Events:** Advance the Councilmember at community events, town halls, and other public engagements. Work with the event organizers, Chief of Staff and Communications team to ensure that the Councilmember is supported during these events by preparing materials, managing logistics, and engaging with constituents.

QUALIFICATIONS:

Preferred Qualifications

- A minimum of three (3) years of experience in a public service environment, preferably in a government or political setting, with a deep understanding of constituent services, casework, and navigating government processes.

- A bachelor's degree in social sciences, political science or a related field is desirable. This education can substitute for part of the experience requirement and should equip the candidate with the necessary skills and knowledge for effective community outreach.

Competencies Required

- **Leadership Experience:** A proven track record of leading teams and managing people, with the ability to inspire, mentor, and hold staff accountable. Experience in managing diverse teams with a focus on performance and growth.
- **Project Management:** Strong project management skills, including the ability to plan, execute, and monitor projects to meet deadlines and achieve goals. Experience managing multiple projects simultaneously while maintaining attention to detail and quality.
- **Strategic Thinking and Problem Solving:** Strong critical thinking skills and the ability to identify creative solutions to complex challenges. Able to align project goals with the strategic priorities of the Councilmember.
- **Organizational and Time Management Skills:** Excellent organizational abilities, with a focus on managing competing priorities in a fast-paced and dynamic environment.
- **Commitment to Public Service:** A strong passion for serving the residents of Ward 7 and a dedication to advancing the mission of the Councilmember's office. A demonstrated understanding of the unique needs of diverse communities.
- **Excellent Communication Skills:** Exceptional verbal and written communication skills, including the ability to prepare reports, briefings, and public facing materials. Skilled at presenting complex information clearly and concisely to a variety of audiences.
- **Local Knowledge:** Familiarity with Ward 7 neighborhoods and a strong interest in the District.

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
- Three References
- Please include "DIRECTOR OF CONSTITUENT SERVICES" in the subject line.
Please submit application package materials to 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.
