



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

## POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: <b>CDC -26- 0126</b>	POSITION TITLE: <b>Constituent Services Coordinator</b>
OPENING DATE: <b>January 26, 2026</b>	CLOSING DATE: <b>Open until filled</b>
SALARY RANGE: <b>\$65,000 - 70,000</b>	TOUR OF DUTY: <b>Monday-Friday: 9am-5:30pm. Weekend and evening availability required</b>
NO. OF VACANCIES: <b>One (1)</b>	OFFICE: <b>Councilmember Wendell Felder</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:

The Office of Ward 7 Councilmember Wendell Felder is seeking to hire a highly motivated and community-centered Constituent Services Coordinator to join a dynamic team committed to responsiveness and high-quality service in Ward 7. This individual will play a key role in connecting residents, businesses and community organizations to government resources, resolving service delivery challenges and ensuring the voices of Ward 7 residents are heard and acted upon. The role also involves liaising with community stakeholders, attending agency and community meetings, and participating in site visits with agency officials and residents in the field.

### DUTIES AND RESPONSIBILITIES:

- **Casework & Individual Assistance:** Receives resident inquiries or requests via the Councilmember's website, emails, phone calls, and written correspondence, and coordinates responses in accordance with established office guidelines, policies, and procedures.
- **Records Management:** Tracks constituent casework using the office's Constituent Relationship Management (CRM) system and conducts regular audits and reporting of case statuses.

- **Government Coordination and Fieldwork:** Facilitates on the ground collaboration between residents and agency officials by participating in site visits, walkthroughs, and special initiatives that address persistent community concerns (e.g., illegal dumping, public safety, housing conditions)
- **Community Outreach and Engagement:** Represents the office at community stakeholder meetings, neighborhood gatherings, citizen association meetings, and tenant meetings, which often occur after hours or on weekends.
- **Stakeholder Management:** Builds and maintains a database of businesses, community leaders, and neighborhood contacts throughout the Ward.
- **Event Planning and Coordination:** Collaborates with the Communications team to plan events and community outreach meetings and maintains a calendar of Ward-based events.
- **Social Media Management:** Monitor online conversations to address community concerns, respond to inquiries, and ensure accurate, timely communication that reflects the priorities of Ward 7.

## SKILLS AND QUALIFICATIONS:

### Preferred Qualifications

- A bachelor's degree in social sciences or a related field is desirable, equipping the candidate with the necessary skills and knowledge for community outreach and engagement.
- At least two (2) years of experience in providing community outreach services and/or implementing community-based programs.
- Knowledge of the Ward 7 community and District agencies
- Must be a resident of the District of Columbia at the time of appointment or obtain residency within 180 days of the appointment.

### Competencies Required

- Project Management: Demonstrated ability to design and 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: Proficiency in the use of technology and digital tools such as Zoom and experience using Constituent Relationship Management (CRM) system.
- Social Media: Advanced knowledge of social media platforms (i.e., LinkedIn, X, Facebook, NextDoor)
- Communication Skills: Strong interpersonal, written and 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 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
- Brief writing sample (not more than one page)
- Three References
- Please include “**Constituent Services Coordinator**” in the subject line and submit application materials to Chief of Staff [dhouseal@dccouncil.gov](mailto:dhouseal@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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**OFFICIAL JOB OFFERS ARE MADE ONLY BY THE COUNCIL'S HUMAN RESOURCES DIVISION**