



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

POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO: CDC-26-0731	POSITION TITLE: Constituent Services Director
OPENING DATE: July 31, 2026	CLOSING DATE: Open until position is filled
SALARY RANGE: \$80,000 - \$90,000	TOUR OF DUTY: Monday-Friday: 9am - 5:30pm
NO. OF VACANCIES: One (1)	OFFICE: Councilmember Brooke Pinto
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 Brooke Pinto seeks to hire an experienced and dynamic Constituent Services Director to oversee the management and operations of the Constituent Services team and to serve as a liaison between the constituents of Ward 2 and the Councilmember. The Constituents Services Director provides daily coordination and management of issues, complaints, concerns and questions from Ward 2 residents. Upon receipt of the issue, the DCS will determine the most appropriate course of action and either personally handle the issue or work with other staff to resolve it, generally working with a DC agency or department.

This position reports directly to the Deputy Chief of Staff.

ESSENTIAL JOB FUNCTIONS:

- Assisting residents with issues associated with government service delivery, government programs, neighborhood related issues, and other concerns with the quality of life in Ward 2.

- Monitoring constituent inquiries through council email, website, tweets, and other social media, phone calls, or written correspondence. This may include working with the Communications Director to ensure all requests are addressed expeditiously.
- Meeting with community stakeholders to listen to and address resident issues and concerns. These meetings include Advisory Neighborhood Commission meetings, Parent Teacher Student Organization meetings, and Citizens Association meetings. Meetings are held in person and virtually using online platforms like Zoom. Some meetings require occasional availability in the evenings and on weekends.
- Attending agency meetings and discussions as needed, including meeting agency officials in the field to address issues.
- Maintaining and continually updating a comprehensive list of key contact staff and programs in the DC government.
- Serving as a positive contact for the public to help people get their issues resolved which often requires follow-up with District and federal agency partners.
- Communicating regularly with the Ward 2 Council staff and Councilmember about recurring issues that may need larger scale solutions.
- Managing more junior constituent services staff and/or interns.
- Occasional evening and weekend availability is required.
- Required to work from the office four days/week (M-Th) and one remote day (F) subject to change from supervisor. Remote schedules may vary during Council recess periods.

QUALIFICATIONS:

- A bachelor's degree is required.
- Experience with customer service or constituent services.
- Familiarity with DC Agencies.
- Eagerness and enthusiasm to serve constituents in a timely, courteous, and thorough manner.
- Proficiency with Microsoft applications and willingness to learn and use CRM system.

PERFORMANCE ENVIRONMENT:

This is a full-time, hybrid position with four days per week in-person in the Councilmember's office in the Wilson Building in downtown Washington, DC, and one day per week remote, with additional occasional work from home opportunities. Incumbents will work in a collaborative team environment. Evening and occasional weekend availability is required. Regular recess periods and the cyclical nature of the Council's legislative calendar, as well as the office leave policy, provide opportunities to balance out periods of necessarily high-intensity work.

HOW TO APPLY:

All packages must include:

- Cover Letter
- Resume
- References

- Please include “**Constituent Services Director**” in the subject line and submit application materials to the Deputy Chief of Staff, Brian Romanowski at bromanowski@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.
