

MICHIGAN SENATE

SENATOR SHINK

POSITION POSTING

CONSTITUENT SERVICES DIRECTOR

SUMMARY:

Under the direction of the Member and Chief of Staff, the Constituent Service Director manages constituent casework for the Member's office, often serving as a liaison between constituents and state departments to resolve various issues for constituents. As necessary, the Constituent Services Director drafts newsletters and other correspondence; holds office hours in the Member's district; attends meetings; and answers incoming phone calls from constituents.

ESSENTIAL JOB FUNCTIONS:

- Serves as a primary point of contact for the Member's constituent casework
- Meets with constituents
- Answers and responds to constituent phone calls, email, and mail
- Processes constituent inquiries and complaints
- Drafts and edits various correspondence, including constituent responses and ceremonial letters
- Contacts and coordinates with state departments to resolve constituent issues
- Monitors major district happenings
- Coordinates in-district events, meetings, coffee hours, and town halls
- Performs special projects assigned by the Member or Chief of Staff
- Attends community events on behalf of the Member, as necessary

SECONDARY DUTIES AND RESPONSIBILITIES:

- Attends committee meetings, as necessary
- Monitors and reviews news articles from the Member's district
- Assists with managing the office's social media presence
- Assists with general administrative tasks, including copying, filing, proofreading, and answering incoming calls, as necessary
- Performs other duties, as assigned

EDUCATION/EXPERIENCE:

- Bachelor's degree required
- Two years prior legislative experience preferred
- Forward facing customer service experience preferred
- Human Services, Social Work, or similar experience preferred
- Other combinations of education and experience evaluated on an individual basis

SKILLS AND KNOWLEDGE REQUIRED:

- Knowledge of the legislative process and of the structure and policies of state government
- Ability to effectively communicate with constituents who may be frustrated, distraught, or confrontational
- Ability to use basic computer applications, including Microsoft Outlook, Word, and Excel
- Excellent written and verbal communication skills
- Ability to work outside of normal work schedule, as necessary

- Ability to prioritize multiple tasks in a fast-paced environment and meet deadlines that may be rigid or subject to change on short notice
- Ability to maintain confidentiality of information
- Ability to work independently and as part of a team
- Ability to use diplomacy, discretion, and good judgment when disseminating information

This job description is not intended as a comprehensive list of all of the duties required of this position. Additional duties may be assigned from time to time, and the listed duties are subject to change at any time, with or without notice.

All offers of employment at the Michigan Senate are contingent upon clear results of a criminal history background check. Background checks will be conducted after a tentative offer of employment has been made and accepted.

STATUS: Salaried, with a standard benefit package

SALARY: \$50,000 - \$52,000 or commensurate with experience

GOVERNING CAUCUS: Democratic

This is a non-civil service, at-will position.

**Interested applicants, please send a cover letter and resume with the
Subject Line: Constituent Services Director to:**

Ann Marie Nicholson

PO Box 30036

Lansing, MI 48909

Email: anicholson@senate.michigan.gov

The Michigan Senate considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, height, weight, disability, marital status, gender identity or expression, sexual orientation or any other legally protected status. If you are a person with a qualified disability, you may request any needed reasonable accommodation to participate in the application, testing, and/or interview process by contacting the Senate ADA Coordinator at 517-373-1675.