

MICHIGAN SENATE

SENATOR CAVANAGH

POSITION POSTING

CONSTITUENT SERVICES DIRECTOR

SUMMARY:

Under the direction of the Senate Member, the Constituent Services Director greets visitors, answers incoming phone calls, distributes mail, maintains office supplies, and assists with the scheduling and coordination of meetings and other events. The Constituent Services Director manages constituent casework for the Senate Members office, often serving as a liaison between constituent and state department to resolve various issues for constituents. The Constituent Services Director, as necessary, drafts correspondence and newsletters, and assists with in-district office hours and special projects; attends meetings, as necessary, and answers incoming phone calls, emails and letters from constituents.

ESSENTIAL JOB FUNCTIONS:

- Serves as primary point of contact for the Senate Member's constituent casework
- Answers incoming phone calls and greets the public and visitors to the Senate Member's office
- Schedules meetings and other appointments of the Senate Member and Chief of Staff
- Coordinates the schedule of the Senate Member and Chief of Staff
- Meets with constituents in Lansing office and other terms, when necessary
- Answers and responds to constituent phone calls, email, and mail
- Drafts and edits various correspondence, including, but not limited, constituent responses, ceremonial letters and tributes
- Contacts and coordinates with state departments to resolve constituent issues
- Monitors major district happenings and initiatives with Community Director
- Distributes office mail
- Maintains stock of office supplies
- Assists Legislative Director or Chief of Staff with policy research and correspondence, when necessary
- Performs special projects assigned by the Senate Member or Chief of Staff

SECONDARY DUTIES AND RESPONSIBILITIES:

- Attends committee meetings, as necessary
- Attends community events or projects on behalf of the Senate Member, as necessary
- Monitors and reviews news articles and social media from Senate Member's district, as necessary
- Performs general administrative tasks, including but not limited to copying, filing and proofreading
- Performs other duties, as assigned

EDUCATION/EXPERIENCE:

- High school diploma, or equivalent, required; Bachelor's degree preferred
- Forward facing customer service 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.

STATUS: Salaried, with a standard benefit package

SALARY: \$45,000 - \$55,000, based on experience

GOVERNING CAUCUS: Democratic

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

Applications will be accepted until position is filled.
Interested applicants, please submit a cover letter and resume to:

State Senator Cavanagh

PO Box 30036

Lansing, MI 48909

Email: MCavanagh@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, sexual orientation, gender identity or expression, 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.