



Office of Congresswoman Diana DeGette (CO-01)

**JOB ANNOUNCEMENT:
Constituent Services Representative - Casework / Administrative Support
Duty Station: Denver, CO**

**Please send cover letter and resume to
DeGette.DOEmployment@mail.house.gov**

The Denver district office of Congresswoman Diana DeGette (CO-01) is seeking a Constituent Services Representative with superior communication (verbal and writing), customer service, relationship building and problem-solving skills.

The ideal candidate has experience in public service or working in an administrative position. Additionally, the ideal candidate is organized, detail-oriented and resilient in the face of a fast-paced legislative office. Finally, the ideal candidate is proactive and comfortable working with diverse staff, community members and constituents.

SUMMARY

The Constituent Services Representative acts as a representative for the Congresswoman in assigned communities and provides casework assistance to constituents in assigned issue areas. Additionally, this representative provides administrative support for the district office, including fielding constituent phone calls, greeting constituents, and assisting with event planning.

Essential Job Functions

- Assists constituents by providing information and is capable of researching federal issues, answering questions on federal issues, directing constituents to appropriate state or local governments or community resources.
- Writes memorandums for meetings the Congresswoman has scheduled within assigned areas.
- Assists in the overall operation of the Denver office, greets visitors, answers the telephone and responds to constituent request for general information.

CASEWORK

- Responds to casework correspondence, meets with constituents and serves as a liaison with federal, state and local agencies in terms of assigned issue areas.
- Controls and processes constituent correspondence and cases in the casework areas as assigned; exercises judgment to determine the best course of action for individual cases.
- Follows district office casework policy and employs appropriate congressional casework tools, programs and resources, logs in all incoming and outgoing mail and incoming telephone calls relating to casework.
- Screens and refers cases, where appropriate, to other congressional district offices; continually screens active cases to ensure that their cases are handled in a responsive manner; maintains up-to-date files on all cases and categories of information of importance to the office.
- Logs-in constituent comments and researches questions on federal policy, law or procedure in the casework / issue areas as assigned; works with legislative staff in the Washington, D.C. office on researching issues regarding pending legislation in conjunction with district office outreach/events.

OUTREACH

- Acts as a liaison to assigned constituency groups to form effective relationships for the district office; facilitates meetings with federal agencies, constituents, and groups having a common interest.
- Represents the Congresswoman at meetings/events of assigned constituency groups.
- Ideal candidate has a background in environmental advocacy and/or policy, specifically on public lands.

ADMINISTRATIVE SUPPORT

- Handles incoming phone calls to the District Office; forwards/screens phone calls for the Congresswoman and other staff members; routes calls to appropriate staff/staff message boxes;
- Greets and screens visitors / constituents;
- Records constituent comments and assists constituents as necessary;
- Responds to constituent requests and inquiries; researches legislation and other issues for constituents;
- Performs general administrative assignments.

GENERAL DUTIES

- Drives and staffs the Congresswoman for various events, meetings and district office outreach activities/functions, as needed;
- Meets attendance requirements established by the office; works full-time which periodically, may include additional hours, nights, and weekends without overtime pay;
- Works well under pressure and manages stress appropriately;
- Maintains a good working relationship with the Congresswoman, staff and constituents;
- Performs other duties as assigned by the District Director.

SKILLS & KNOWLEDGE REQUIRED

- Ability to perform Essential Job Functions referenced herein;
- Good organizational skills, professional manner and appearance;
- Good communications skills (written and verbal); ability to communicate effectively with a variety of personalities in a tactful, pleasant, and professional manner;
- Knowledge of Microsoft Office suite; proficiency in word processing and mail-merge;
- Ability to work cooperatively and courteously with others;
- Ability to drive a car – valid driver’s license.

WORKING CONDITIONS

- Work is mainly performed in an office environment. Noise levels are usually moderate;
- Work at a small workstation without an expectation of privacy.

EDUCATION/EXPERIENCE

- U.S. Citizen; office experience preferred; driver’s license;
- High school or GED required; college degree preferred.

COMPENSATION & BENEFITS

- Salary – \$60,000 annually;
- Healthcare insurance, including medical, dental and vision packages;
- Retirement benefits;
- Paid vacation, sick days and holidays; and
- Student Loan Repayment Program.

EQUAL OPPORTUNITY EMPLOYER

The Office of Congresswoman DeGette is an equal opportunity employer; and women, people of color, members of the LGBTQ+ community, and members of other traditionally underrepresented communities are encouraged to apply.

TO APPLY

- Please submit a cover letter and resume to DeGette.DOEmployment@mail.house.gov with “Constituent Services Representative” in the subject line. No phone calls please.