

FIELD REPRESENTATIVE OFFICE of CONGRESSMAN STEUBE

SUMMARY:

The Field Representative is responsible for representing and promoting the Office of Congressman Greg Steube at events in the community and serves as a liaison between the Congressman and his constituents, including various community stakeholders such as municipal, county, state, and federal entities, non-profits, and businesses. This position acts as a liaison to federal, district, and local agencies for the member and constituents, and answers casework correspondence and verbal communications with constituents. The ideal candidate will have a thorough understanding of congressional office functions and operations, the responsibilities of various agencies of the federal government, and ties to Southwest Florida.

ESSENTIAL JOB FUNCTIONS:

- Staff Punta Gorda, FL Congressional District Office Monday – Friday (9AM – 5PM) unless conducting outreach;
- Attend community events and travel throughout the district at regular intervals representing Congressman Steube in the following Counties: Charlotte and northern Lee counties;
- Acts as the representative for the Congressman within his or her area of responsibility including answering casework correspondence, meeting with constituents, verbal communications with constituents, and serving as a liaison with federal, district, and local agencies;
- Monitors and updates the Congressman and District Director on district and local issues;
- Informs the Congressman and the District Director of all happenings in his or her assigned issue areas by screening district media sources and interacting with constituents;
- Acts as liaison for local, state and federal officials; interfaces with city, county, district, and federal officials, the chamber of commerce and other persons or groups to form effective relationships for the Member;
- Assists local governments, non-profits, and constituents in obtaining federal funding opportunities;
- Works with the Congressman's Scheduler and Communications Director to ensure appropriate media participation, as appropriate, when the Congressman is in the field representative's area;
- Handles casework assignments including casework management: Contacting a federal agency on behalf of a constituent to resolve an issue, problem, or to obtain information;
- Assesses casework for problems requiring legislative action and makes recommendations to the District Director;
- In conjunction with the District Director, meet with constituents regarding general policy matters;
- Monitors scheduled district meetings for the Congressman with constituents;
- Utilize the office's constituent relationship management system (Intranet Quorum (IQ)) to manage constituent opinions, communication, casework intakes and any other interactions;
- Prepares periodic reports for the District Director on pending cases and district activities in his or her assigned issue areas;
- Maintains up-to-date files on all cases and categories of information of importance to the office;
- Meets attendance requirements as established by the office;
- Maintains a good working relationship with the Congressman, staff, and constituents;
 - Able to manage a high volume of constituent concerns while also communicating clearly and respectfully;
- Accepts performance-based criticism and directions;
- Works well under pressure and stress;
- Works a flexible schedule including long hours, nights and weekends; and
- Performs other duties as assigned.

EDUCATION (OR EQUIVILANT EXPERIENCE):

- Bachelor's degree from an accredited college or university;
- At least 2 years of experience; strong academic credentials.

SKILLS AND KNOWLEDGE REQUIRED:

- Strong oral and written communication skills
- Knowledge of legislative process and of House organization and procedures;
- Knowledge of local, state and federal agencies and departments;
- Knowledge of all issues and events in the district in which the Member is involved;
- Ability to work cooperatively and courteously with others;
- Thoroughness and careful attention to detail;
- Skill in organizing and prioritizing work tasks and activities;
- Ability to exercise discretion and independent judgment in fulfillment of casework responsibilities;
- Ability to coordinate public outreach events
- Knowledge of office policies, practices, and procedures;
- Knowledge of office computer applications;

WORKING CONDITIONS:

- Field duties require work during regular office hours and some nights and weekends. Additionally, employee must be able to travel 25% of time and hold a valid driver's license.
- Employee must be able to work in a moderately noisy and crowded work environment without an expectation of privacy.