

DISTRICT OFFICE CASEWORKER

SUMMARY:

The District Office Caseworker acts a constituent liaison for the Member. This position also monitors and updates the Member and District Director on district and local issues. 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.

ESSENTIAL JOB FUNCTIONS REQUIRED:

- Handles casework assignments;
- Maintains a good working relationship with the Member, staff, and constituents;
- Acts as the representative for the Member 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;
- Informs the Member 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 a liaison to local, state, and federal officials and other persons or groups to form effective relationships for the Member;
- Acts as a liaison to and notifies the appropriate media when the Member will be in the liaison's area and works with the Member's Communications Director and Scheduler to ensure appropriate media participation;
- Assesses casework for problems requiring legislative action and makes recommendations to the District Director, Legislative Director, and Chief of Staff.
- Monitors scheduled district meetings for the Member with constituents;
- Screens and refers cases, when appropriate, to other district offices;
- Trains and supervises Staff Assistants, including interns, to handle office matters such as logging incoming and outgoing correspondence, handling visitors, telephone calls, and computer operations;

- Logs in all incoming and outgoing mail and incoming telephone calls relating to casework;
- Prepares periodic reports for the District Director on pending cases and district activities in his or her assigned issue areas;
- Continually screens active cases and acts as liaison with constituents 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;
- Accepts performance-based criticism and direction;
- Meets attendance requirements as established by the office;
- Works under pressure and handles stress;
- Works a flexible schedule including long hours, nights, and weekends; and
- Performs other duties as assigned.

EDUCATION (OR EQUIVALENT EXPERIENCE):

At least 5 years of experience; strong academic credentials. Alternatively, 10 years of related experience or training in legislation or equivalent similar experience.

SKILLS AND KNOWLEDGE REQUIRED:

- Strong oral and written communication skills;
- Thorough knowledge of local, state, and federal agencies and departments;
- Knowledge of all issues and events in the district in which the Member is involved;
- Professional telephone manner;
- Temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner.
- Ability to perform the essential job functions above;
- Ability to work cooperatively and courteously with others;

- Temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner;
- Thoroughness and careful attention to detail;
- Ability to exercise discretion and independent judgment in fulfillment of casework responsibilities;
- Knowledge of office computer applications; and
- Proficiency in word processing.

WORKING CONDITIONS:

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