

District Staff Assistant

SUMMARY

The Staff Assistant role performs vital tasks in a Member's office. Staff Assistants often provide the first impression of the Member office to constituents and guests. The ideal candidate has a strong customer service orientation, organizational skills, and can multitask.

ESSENTIAL JOB FUNCTIONS REQUIRED:

- Provides a welcoming environment and positive first impression of the Member's office to constituents and visitors.
- Handles all incoming calls with promptness, poise, and professionalism.
- Captures input from constituents on policy matters for the Member office's consideration and response.
- Ensures constituent casework is distributed to appropriate district staff in an efficient manner.
- Ensures U.S. mail is received, recorded, and distributed to the appropriate staff members.
- Any other tasks and special projects that may be assigned.

REQUIREMENTS:

- Proficient communication skills for verbal and written correspondence
- Ability to work with a team and provide keen attention to detail to support the needs of multiple staff members and leaders in the office
- Professional demeanor and an upbeat disposition while interacting with visitors, staff members, and stakeholders in a fast-paced, highly dynamic environment
- Time management skills including the ability to prioritize and track work status
- Some familiarity with constituent service case life cycle

PREFERENCES:

- Bachelor's degree in government, political science, public policy, or related field
- Ties to the district are strongly preferred
- Prior constituent service or customer relationship management preferred
- A demonstrated interest in public service