Job Description
CONSTITUENT SERVICES
REPRESENTATIVE
OFFICE of CONGRESSWOMAN MARTHA MCSALLY

SUMMARY:
Caseworker monitors and updates the Congresswoman and District Director on district and local issues. This position acts as a liaison to federal, district, and local agencies for the Congresswoman and constituents and answers casework correspondence and verbal communications with constituents.

ESSENTIAL JOB FUNCTIONS:
- Acts as the representative for the Congresswoman 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 Congresswoman and the District Director of all happenings in his or her assigned issue areas by screening district media sources and interacting with constituents;
- Handles casework assignments;
- Acts as a liaison to local, state and federal officials and other persons or groups to form effective relationships for the Congresswoman;
- Assesses casework for problems requiring legislative action and makes recommendations to the District Director and Chief of Staff/Administrative Assistant.
- 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;
- Meets attendance requirements as established by the office;
o Maintains a good working relationship with the Congresswoman, staff, and constituents;

o Accepts performance-based criticism and direction;

o Works well under pressure and handles stress;

o Works a flexible schedule including long hours, nights and weekends; and

o Performs other duties as assigned.

SKILLS AND KNOWLEDGE REQUIRED:

o Strong oral and written communication skills;

o Some knowledge of legislative process and of House organization and procedures;

o Some knowledge of local, state and federal agencies and departments;

o Knowledge of all issues and events in the district in which the Congresswoman is involved;

o Professional telephone manner;

o Temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner.

o Ability to perform the essential job functions above;

o Ability to work cooperatively and courteously with others;

o Temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner;

o Thoroughness and careful attention to detail;

o Ability to exercise discretion and independent judgment in fulfillment of casework responsibilities;

o Knowledge of office policies, practices, and procedures;

o Knowledge of office computer applications; and

o Proficiency in word processing.

WORKING CONDITIONS:

o Work is mainly performed in an office environment. Noise levels are usually moderate; and

o Ability to work in a small work station without an expectation of privacy.