



**Job title:** Constituent Services Coordinator  
**Location:** 2151 Michelson Drive, Suite 195, Irvine, CA 92612  
**Department:** District Office  
**Reports to:** Director of Constituent Services and Outreach

### **KEY JOB RESPONSIBILITIES**

- Serve as the Congresswoman's in-district liaison for a limited portfolio of issue areas, while working under the leadership of the Director of Constituent Services and Outreach
- Act as the representative for the Congresswoman, which includes answering casework correspondence, meeting with constituents, and communicating with constituents both verbally and in writing
- Follow casework procedures and meet casework expectations as set by the Director of Constituent Services and Outreach
- Coordinate and handle a diverse portfolio of federal agency cases through intake, agency correspondence, constituent correspondence, and resolution
- Screen active cases and liaise with constituents to ensure their cases are handled in a responsive manner
- Organize and monitor casework data to assist the Director of Constituent Services and Outreach with reporting on casework trends and issues
- Assist the Director of Constituent Services and Outreach with establishing and promoting casework policies and procedures
- Provide constituents with referrals and references, and ensure that other offices respond to referred constituents in a timely manner
- Correspond with constituents seeking to register opinions or understand policy
- Maintain up-to-date files on all cases and office resources
- Plan and execute outreach events to serve constituents, create more casework, and interact with the community
- Work with legislative team to increase knowledge on issue area assignments and to communicate in-district developments and notable meeting developments
- Work with the Director of Constituent Services and Outreach to compile and publicize success stories and constituent testimonials
- Perform administrative and organizational tasks related to casework or outreach as assigned by the Director of Constituent Services and Outreach

### **MANAGEMENT AND ACCOUNTABILITY**

#### **Accountability:**

- Reports to the Director of Constituent Services and Outreach
- Provides regular verbal and written reports to the Director of Constituent Services and Outreach, District Director, Chief of Staff, and the Congresswoman
- Has an annual review with the Director of Constituent Services and Outreach and District Director in August

#### **Management:**

- The Constituent Services Coordinator supports the Director of Constituent Services and Outreach in managing interns of the Constituent Services and Outreach teams

### **TERMS OF EMPLOYMENT**

- Full Time employee
- Irregular hours, as needed, including frequent evenings to accommodate time differences between CA and DC offices, as well as frequent evenings and weekends for events or as otherwise requested by the District Director or the Congresswoman.
- Based in Irvine, CA