

NOW HIRING

District Office Constituent Services Administrator

(Spanish/English bilingual preferred)

Office of Speaker Emanuel "Chris" Welch

This role is the first point of contact for the constituents and is responsible for delivering exceptional constituent assistance. This requires answering and fielding calls, addressing visitor questions and needs, constituent outreach and council development. This individual must possess a willingness to handle both large and small tasks, demonstrate an ability to thrive in a professional, fast-paced work environment, manage a heavy and diverse workload and display resourcefulness in perceiving and responding to constituent concerns. The person must be friendly, extremely organized, and comfortable multi-tasking.

The essential functions of this position include:

- Performing general office administration, including welcoming guests, answering phones, accurately recording and logging messages, writing emails, making copies, ordering office supplies, utilizing the Google Drive, making meeting arrangements and preparing vouchers.
- Assisting the District Director with creating and organizing constituent outreach events, facilitating government canvases and building councils that support the Speaker
- Maintaining an organized and up-to-date contact list for constituents and stakeholders in excel
- Serving as a liaison between constituents and state agencies to resolve problems related to state services
- Responding to constituent inquiries in a polite and prompt manner; with an attitude that de-escalates and makes a person feel taken care of

Interested candidates should send a resume and cover letter to:

Pamela Lassiter
Human Resources Director and EEO Officer
Illinois House of Representatives
Office of the Speaker
Stratton Building Room 419
401 S. Spring Street
Springfield, IL 62706
jobs@hds.ilga.gov

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned. This job description is subject to change at any time.

The Office of the Speaker of the Illinois House of Representatives is an equal opportunity employer and prohibits discrimination based on race, color, religion, gender, age, military discharge, national origin, ancestry, ethnicity, disability, sexual orientation, marital status, pregnancy, or any other characteristic protected by federal or state laws.

Minimum Qualifications:

- College degree required
- Detail-oriented with strong organizational skills and the ability to upscale work product
- Demonstrated competency in verbal and written communication with the ability to work with different or difficult personalities
- Professional demeanor rooted in self-motivation that leads to initiation throughout workplan
- A Demonstrated interest in state government, politics and policy, current affairs, public service or non-profit work, particularly in Democratic politics.
- Spanish/English bilingual (both written and oral) is preferred.

Compensation:

- Salary of \$45K-\$50K based on experience
- Health, dental, vision, prescription, behavioral health, and life insurance; for details, visit <https://www2.illinois.gov/cms/benefits/StateEmployee/Pages/StateInsuranceProgram.aspx>
- Participation in State Employees' Retirement System;
- Optional participation in health savings account and deferred compensation programs;
- Competitive vacation, sick, and personal time.

Work Environment:

- Work is performed in the constituent services office for the 7th House District and may be performed in satellite office hour locations as needed
- The person in this position frequently communicates with staff, legislators, lobbyists, and members of the public, and must be able to professionally exchange accurate information in these situations.
- Typical work hours are 9:00 am to 5:00 pm. Occasional nights and Sat may be required.
- Travel may be required.