

**CALIFORNIA STATE SENATE
JOB ANNOUNCEMENT
DISTRICT REPRESENTATIVE
(CONSTITUENT SERVICE CASEWORKER)
SENATOR WIENER – SENATE DISTRICT 11
(SAN FRANCISCO, CA)**

Are you looking for an exciting and fast-paced career that is actively working on critical legislation to improve California, address issues in our communities and to meet the needs of all Californians? Consider the California State Senate and be part of an organization that serves to strengthen the State through dedicated service to all. We are looking for enthusiastic and motivated individuals to join our team. If you are interested in a challenging opportunity in a high-energy, team-oriented environment, you are encouraged to apply.

Senator Wiener is seeking a hard-working, motivated, and energetic individual to work on constituent services and provide office and administrative support in his San Francisco District Office.

BASIC FUNCTIONS:

Under the direction of the District Coordinator, the District Representative/Constituent Service Caseworker has primary responsibility for constituent service, and provides office and administrative support. The District Representative/Constituent Service Caseworker is charged with providing a superior experience for constituents with confidentiality, professionalism, and the highest quality of service. The District Representative/Constituent Service Caseworker acts as a liaison between the Senator and constituents, district organizations, local governments, and state agencies. The District Representative/Constituent Service Caseworker under the direction of the District Coordinator also represents and articulates the Senator's position on legislative and local issues that affect the district through verbal and written communication.

DUTIES:

Under the supervision of the District Coordinator, the District Representative/Constituent Service Caseworker manages constituent services, including telephone, email and mail inquiries. Tracks casework and requests for information and assistance, and maintains up-to-date records on all cases. Generates reports on pending cases inquiries. Screens active cases and acts as liaison between constituents and state agencies to ensure that cases are handled in a responsive manner. Picks up and distributes the mail; answers phones and assists with filing. Works well under pressure and handles stress. Performs other duties as assigned.

Under the supervision of the District Coordinator, the District Representative briefs the Senator in preparation for district meetings with constituents, as well as acting as the representative for the Senator by attending district-related events and meetings; may include public speaking or certificate presentations. In addition, the District Representative/Constituent Service Caseworker will be

responsible for drafting and sending letters relating to constituent cases, legislative inquiries and congratulations/acknowledgement.

KNOWLEDGE:

Ideal candidates must have strong oral and written communication and interpersonal skills in addition to an understanding of constituent services. Ability to exercise discretion, independent judgment and confidentiality in fulfillment of responsibilities is essential. Candidates must be able to communicate with a variety of personalities in a tactful, pleasant, and professional manner. Knowledge of local, state and federal agencies and departments is a plus. Candidates must also be able to work a flexible schedule, including nights and weekends. Ability to speak multiple languages is a plus. CA driver's license preferred. Knowledge of office computer applications; and proficiency in word processing. Candidates must work well individually and collaboratively as part of a team.

LOCATION, SALARY AND FILING DATE:

This position is located in San Francisco, CA.

Benefits:

The Senate offers a competitive benefit package, which includes:

- Health
- Dental
- Vision
- California Public Employees Retirement System (CalPERS)
- 401(k) and 457 plans
- Flexible spending accounts

Salary:

Salary starts at: \$3,912 per month.

Final compensation is commensurate with experience and education.

Applications will be accepted until position is filled.

This position is a limited term and authorized to be filled through December 31, 2022.

If you are offered this position and are vaccinated, you will be required to submit a copy of your COVID vaccination card with your new hire paperwork.

SUBMIT COVER LETTER, RESUME, & SENATE APPLICATION TO:

Jeff Sparks

jeff.sparks@sen.ca.gov