

# Constituent Services Coordinator

**Alderwoman Julia Ramirez**

**12th Ward, City of Chicago**

## **Description**

Alderwoman-elect Julia Ramirez seeks a hardworking and committed individual to serve the neighbors of the 12th ward as the Constituent Services Coordinator for a part-time position. This individual will be a key member of the Neighborhood Engagement and Organizing team, implementing and coordinating all constituent services; answering casework correspondence and all communication with constituents, and serving as the main liaison between the constituents and municipal, state, and federal agencies.

## **Qualifications**

- A minimum of an associates degree preferred, alternatively a minimum of three years of related experience.
- A basic understanding of municipal agencies, procedures, and relevant departments.
- Temperament to communicate with a variety of personalities while being professional.
- Strong attention to detail and the ability to organize and set priorities.
- Excellent oral and written communication skills.
- Oral and written Chinese-language (Cantonese and/or Mandarin) or Spanish-language skills preferred.
- Commitment to ensuring that all members of the community are included in the participatory processes, especially those who are traditionally marginalized or underrepresented.
- Demonstrates interest in innovation in public engagement and new processes, methods, and procedures to inform the Ward's public input process.
- Understanding of the 12th ward and the issues facing ethnic and immigrant communities in the ward preferred.
- Knowledge of office policies, practices, and procedures.
- Knowledge in computer applications and word processing

## **Responsibilities**

- Be the first point of contact for constituents seeking services and information; greet visitors to the ward office.
- Respond to phone calls and messages, drafts and respond to email inquiries, and respond to correspondence; handle intakes for constituent casework, and refer cases to appropriate agencies and organizations.
- Document residents' opinions on issues communicated to the office by constituents, including gathering information for follow-up. Work with the Neighborhood Engagement Director to identify issues that would require legislation or community mobilization.
- Log all incoming and outgoing mail, calls, and other communications relating to casework; maintain up-to-date files on all cases and information of importance to the office; prepare periodic reports on pending and resolved cases.
- Create educational materials and workshops to inform constituents about government processes and services.

- Identify opportunities to improve the delivery of services and advocate for changes to policies or procedures that could benefit constituents.
- Assist with organizing community events and activities as needed.
- Attend community events and meetings on behalf of the alderwoman as requested.
- Work collaboratively with the Neighborhood Engagement and Organizing team to ensure coordinated and effective outreach to constituents.
- Meet attendance requirements as established by the office.
- Perform other duties as assigned by the Alderwoman.

### **Working Conditions and Compensation**

- This is a part-time salary position (\$30,000)
- Ideal start date: May 15, 2023
- Reports to the Neighborhood Engagement Director
- Work is performed in an office environment
- Equal opportunity employer

To Apply email Alderwoman-elect Julia Ramirez your resume and cover letter at [julia@ramirezfor12.com](mailto:julia@ramirezfor12.com)

Add title of position in subject line

Applications open until April 19th, 2023 at 11:59PM

