

Illinois State Senate – Senator Celina Villanueva



Description: Position Announcement Constituent Services & Office Manager

The Constituent Services & Office Manager is essential to the overall internal operations of the district office. This position will carry out duties to provide constituent services and manage the operations of the district office. This position serves as a liaison between constituents and state agencies as well as other stakeholders. This position requires excellence in constituent relations and service delivery, community engagement, in addition to program implementation. This position reports to the Chief of Staff.

Essential Job Functions:

- Act as a liaison to stakeholders, coalitions, constituents, and state government agencies to develop and maintain effective relations;
- Provides continual outreach to constituents, businesses and agencies within all neighborhoods in the 11th district: including but not limited to conducting and attending meetings, canvassing, phone banking, event planning and management, targeted outreach, information campaigns, social media etc;
- Constituent database management;
- Work with Legislative Team to develop and implement social media plan
- Work collaboratively with Chief of Staff to implement district-wide outreach plan based on respective geographic region and outreach areas;
- Maintain up-to-date files and status on all cases and outreach efforts;
- Assess casework for problems requiring legislative action and make recommendations to the Senator;
- Oversee and support all administrative duties in the office and ensure that office is operating smoothly;
- Manage office supplies inventory and place orders as necessary
- Screen and refer cases, when appropriate, to other district offices, state or local agencies;
- Maintain a good working relationship with the Senator, Chief of Staff, and constituents;
- Perform other duties as assigned

Education/Experience

At least one year of community organizing, campaign experience, advocacy or social work. A post-secondary degree is preferred. Some level of Spanish-language fluency or proficiency is preferred.

Skills and Knowledge Required

- Ability to speak and write in proficient Spanish and English
- Thoroughness and careful attention to detail;
- Knowledge and proficiency of office computer applications and social media platforms;
- Professional telephone manner;
- Temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner;
- Ability to work cooperatively and courteously with others;
- Ability to research and analyze relevant constituent issues.
- Ability to perform multiple tasks accurately and efficiently under time constraints.
- Be proactive, organized, and self-directed.
- Communicate clearly and concisely in writing and orally.
- Ability to exhibit a high level of professionalism and maintain confidentiality;
- Knowledge of issues and events in the district in which the Member is involved; and
- Ability to exercise discretion and independent judgment in fulfillment of casework responsibilities and outreach efforts

Working Conditions:

- Accepts performance-based criticism and directions;
- Works well under pressure and handles stress;
- Outreach duties require work during regular office hours and some nights and weekends. Additionally, employee must be able to drive or travel in-district 15-20% of the time.
- Employee must be able to work in a moderately noisy and crowded work environment without an expectation of privacy.

Salary

- Compensation based on experience and education
- Full Time position based in district office
- Qualified applicants should submit a cover letter with resume and contact information for three professional references to:
Marissa@senatorvillanueva.com