

MICHIGAN SENATE

SENATOR HERTEL POSITION POSTING

LEGISLATIVE AIDE/CONSTITUENT SERVICES

SUMMARY:

Under the direction of the Senate Member and the Chief of Staff, the Legislative Assistant / Office Manager serves as a confidential assistant within in the Senate Member office. The Legislative Assistant/Office Manager will greet visitors, answer incoming phone calls, distribute mail, maintain office supplies, and oversee constituent relations.

ESSENTIAL JOB FUNCTIONS:

- Answers incoming phone calls and greets the public and visitors to the Senate Member's office
- Oversees constituent relations, including but not limited to, personally addressing or appropriately assigning incoming phone calls, emails and social media messages for response; legislative tributes; and all other outreach to constituents and district officials
- Processes constituent inquiries and complaints
- Drafts and edits various correspondence, including constituent responses and ceremonial letters
- Performs general administrative tasks, including copying, filing, proofreading
- Assists with coordinating in-district functions

SECONDARY DUTIES AND RESPONSIBILITIES:

- Maintains office supplies and materials
- Monitors and reviews news articles from the Senate Member's district
- Performs other duties as assigned by the Senate Member or Chief of Staff

EDUCATION/EXPERIENCE:

- Previous experience in state legislature is preferred
- Previous experience in an office setting or customer service is preferred
- Other combinations of education and experience evaluated on an individual basis

SKILLS AND KNOWLEDGE REQUIRED:

- Knowledge of the legislative process and of the structure and policies of state government
- Ability to effectively communicate with constituents who may be frustrated, distraught, or confrontational
- Ability to use basic computer applications, including Microsoft Outlook, Word, and Excel
- Excellent written and verbal communication skills

- Ability to work outside of normal work schedule, as necessary
- Ability to prioritize multiple tasks in a fast-paced environment and meet deadlines that may be rigid or subject to change on short notice
- Ability to maintain confidentiality of information
- Ability to work independently and as part of a team
- Ability to use diplomacy, discretion, and good judgment when disseminating information

This job description is not intended as a comprehensive list of all of the duties required of this position. Additional duties may be assigned from time to time, and the listed duties are subject to change at any time, with or without notice.

STATUS: Salaried, with a standard benefit package

SALARY: Negotiable, based on experience

GOVERNING CAUCUS: Democratic

This is a non-civil service, at-will position.

Interested applicants, please submit a resume, cover letter, and two writing samples: 1) 300-500 word writing sample on why serving constituents is important 2) talking points for a floor speech (2 to 3 minutes in length) on the importance of allocating American Rescue Plan funding to:

State Senator Hertel

PO Box 30036

Lansing, MI 48909

Email: KFarhat@senate.michigan.gov

The Michigan Senate considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, height, weight, disability, marital status, or any other legally protected status. If you are a person with a qualified disability, you may request any needed reasonable accommodation to participate in the application, testing, and/or interview process by contacting the Senate ADA Coordinator at 517-373-1675.