

# MICHIGAN SENATE

## SENATOR THEIS POSITION POSTING

### SCHEDULER /CONSTITUENT RELATIONS ASSISTANT

#### SUMMARY:

Under the direction of the Senate Member and the Chief of Staff, the Scheduler and Constituent Relations Assistant manages the calendar and constituent casework for the Senate Member's office, often serving as a liaison between constituents and state departments to resolve various issues for constituents. As necessary, the Scheduler and Constituent Relations Assistant answers incoming phone calls from constituents and drafts constituent correspondence.

#### ESSENTIAL JOB FUNCTIONS:

- Serves as a point of contact for the Senate Member's constituent casework
- Answers incoming phone calls and greets the public and visitors to the Senate Member's office
- Schedules meetings and other appointments for the Senate Member and the Chief of Staff
- Meets with constituents
- Answers and responds to constituent phone calls, email, and mail
- Contacts and coordinates with state departments to resolve constituent issues
- Coordinates the schedules of the Senate Member and Chief of Staff
- Performs special projects assigned by the Senate Member or Chief of Staff

#### SECONDARY DUTIES AND RESPONSIBILITIES:

- Attends community events on behalf of the Senate Member, as necessary
- Monitors and reviews news articles from the Senate Member's district
- Assists with general administrative tasks, including copying, filing, proofreading, and answering incoming calls, as necessary
- Performs all other duties as assigned by the Senate Member or the Chief of Staff

#### EDUCATION/EXPERIENCE:

- High school diploma (or equivalent) required; Bachelor's degree preferred
- Work experience in government or government affairs preferred
- Knowledge of legislative process and prior legislative experience strongly 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 develop and maintain good working relationships with colleagues, legislators and with staff, lobbyists, and other interest groups
- Ability to use basic computer applications, including Microsoft Outlook, Word, and Excel
- Excellent written and verbal communication skills
- Ability to work outside of prescribed hours when 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:** Republican

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

**Interested applicants, please submit three references and resume  
by 5:00 pm, Friday November 18 to:**

PO Box 30036

Lansing, MI 48909

Email: [MReckling@senate.michigan.gov](mailto:MReckling@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.