

# MICHIGAN SENATE

## SENATOR SANTANA

### POSITION POSTING

#### CONSTITUENT RELATIONS ASSISTANT

##### **SUMMARY:**

Under the direction of the Senate Member, the Constituent Relations Assistant manages constituent casework with the In-District Liaison for the Senate Member's office, often serving as a liaison between constituents and state departments to resolve various issues for constituents. The Constituent Relations Assistant holds office hours in the Senate Member's district office; attends meetings; and answers incoming phone calls from constituents. The Constituent Relations Assistant accommodates in-district events by providing assistance with setup and coordination of guest speakers and event activities.

##### **ESSENTIAL JOB FUNCTIONS:**

- Processes constituent inquiries and complaints; directs all constituent requests to the In-District Liaison for action and direction
- Coordinates with various government departments to resolve constituent issues
- Supports constituent phone calls, email, and mail, including communicating messages and information to the Senate Member and other members of office as necessary
- Assists with general administrative tasks, including copying, filing, proofreading, and answering incoming calls, as necessary
- Monitors major district happenings and provides weekly written reports to the Senate Member
- Monitors and reviews news articles from the Senate Member's district and reports information/updates to the Senate Member
- Attends community events on behalf of the Senate Member, as necessary

##### **SECONDARY DUTIES AND RESPONSIBILITIES:**

- Attends committee meetings, as necessary
- Serves as a secondary point of contact for the Senate Member's constituent casework
- Performs all other duties as assigned by the Senate Member or Chief of Staff

##### **EDUCATION/EXPERIENCE:**

- High school diploma (or equivalent) with additional schooling or relevant work experience required
- Bachelor's Degree preferred
- Knowledge of legislative process and prior legislative experience preferred
- Other combinations of education and experience evaluated on an individual basis
- Professional working proficiency in Arabic and/or Spanish languages preferred

##### **SKILLS AND KNOWLEDGE REQUIRED:**

- Knowledge of the legislative process and of the structure and policies of state government
- Excellent written and verbal communication skills
- 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
- Ability to work an evening work schedule
- 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

**STATUS:** Hourly, as needed, up to 29.5 hours per week

**HOURLY:** \$18.00

**GOVERNING CAUCUS:** Democrat

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

**Interested applicants, please send a cover letter and resume with the  
Subject Line: Constituent Relations Assistant by Friday, February 3 to:**

Senator Santana

PO Box 30036

Lansing, MI 48909

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