MICHIGAN SENATE
SENATOR KOLESZAR
POSITION POSTING

CONSTITUENT SERVICES AIDE

SUMMARY:
Under the direction of the Senator-Elect and Chief of Staff, the Constituent Services Aide manages constituent casework for the Senator-Elect's office, often serving as a liaison between constituents and state departments to resolve various issues for constituents. The Constituent Services Aide also answers incoming phone calls from constituents and drafts constituent correspondence.

ESSENTIAL JOB FUNCTIONS:

- Responds to phone calls and emails from constituents on various topics
- Works with State Depts, local governments, community organizations to help solve the constituent's issues
- Answers incoming phone calls and greets the public and visitors to the Senator-Elect's office
- Performs special projects assigned by the Senator-Elect or Chief of Staff
- Attends community events on behalf of or with the Senator-Elect, as necessary

SECONDARY DUTIES AND RESPONSIBILITIES:

- Monitors and reviews news articles from the Senator-Elect's district
- Supports constituent service staff in answering and responding to constituent phone calls, email, and mail
- Assists with general administrative tasks, including copying, filing, proofreading, and answering incoming calls, as necessary
- Meets with constituents, as necessary
- Performs other duties, as assigned

EDUCATION/EXPERIENCE:

- High school diploma (or equivalent) required; Bachelor's degree preferred
- Intern experience in government or government affairs preferred
- Administrative aide experience Strongly preferred
- Other combinations of education and experience evaluated on an individual basis

SKILLS AND KNOWLEDGE REQUIRED:

- Ability to use basic computer applications, including Google Calendar, Google Meet, Microsoft Outlook, Word, and Excel
- Excellent written and verbal communication skills

- Excellent time management skills and ability to multi-task and prioritize assignments
- Ability to develop and maintain good working relationships with colleagues, legislators and with staff, lobbyists, and other interest groups
- Ability to work outside of normal work schedule, as necessary
- Ability to work with officials, staff, and the public in a professional and courteous manner
- 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 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: $45,000 - $60,000, commensurate with experience
GOVERNING CAUCUS: Democrat

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

Interested applicants, please submit a cover letter and resume with the subject line "Koleszar Constituent Services Aide" to:

Human Resources
PO Box 30036
Lansing, MI 48909
Email: Resume@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, gender identity or expression, sexual orientation 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.