

**Job Title:** Constituent Services and District Manager

**Location:** Somerset / Union Counties

**Salary:** \$35,000 - \$40,000

**Summary:** The Constituent Services and District Manager supports all district-facing operations for the Assemblymember, with a primary focus on managing and delivering high-quality constituent services. This position is responsible for ensuring constituents receive timely, effective, and personal assistance with navigating state agencies and accessing the services they need. The role also includes managing mobile office hour operations, staffing the Assemblymember at district events, and serving as a key liaison to local officials on non-legislative matters.

**Primary Responsibilities:**

**1. Constituent Casework**

- Oversee the office casework process, including intake, assignment, escalation, follow-up, and resolution. Personally handle complex or sensitive constituent cases, especially those involving our state agencies, emergency aid, or unresolved systemic issues.
- Maintain comprehensive case files in the office's casework tracking system, documenting all actions taken and communications received.
- Continue internal workflows and weekly check-ins to ensure timely casework resolution.
- Track and report metrics related to casework volume, resolution period, and referrals.
- Develop and utilize internal resources and guidance documents to support continuity and onboarding.

**2. Constituent Services**

- Enforce and follow standards for response times, professionalism, and constituent engagement.
- Ensure that every inquiry, whether resolved directly or referred, receives a timely, respectful, and helpful response.
- Identify recurring issues that could inform policy or advocacy, and collaborate with the Legislative Director to elevate those findings.
- Serve as a resource for staff on constituent service strategy and process.

**3. Mobile Office Hours**

- Lead planning and logistics for regular mobile office hours (MOHs) across the district, staff these events.
- Coordinate with municipal partners, civic groups, and local venues to ensure access and visibility.
- Track attendance, follow-up on requests generated at MOHs, and build broader reach and effectiveness. Identify underserved areas for targeted outreach.

**4. Intergovernmental Coordination (Non-Legislative)**

- Serve as a liaison to municipal, county, and school officials on non-legislative district matters such as:
  - i. Infrastructure requests
  - ii. Emergency response coordination
  - iii. Grants and intergovernmental affairs
- Proactively monitor town council and county meetings to stay informed of local concerns and agenda items relevant to the state and legislative office.

- Coordinate with staff to bring urgent or high-impact issues to the Assemblymember's attention.

**5. Staffing the Assemblymember at Governmental Events**

- Coordinate and prepare briefing materials for the Assemblymember's participation in district events, including government ceremonies, civic commemorations, and political functions.
- Serve as on-site staff at events and communicate with staff where necessary to ensure effective follow-up with attendees and organizers.
- Maintain a proactive calendar of community and stakeholder events in collaboration with the Director of Outreach.
- Ensure that the Assemblymember is fully briefed on the audience, hosts, and key topics before attending each event.

**Reports To:**

- Deputy Chief of Staff / Legislative Director

**State of New Jersey Benefits:**

- Dental / Health
- Pension Plan

**Apply:** Resume and Cover Letter to [KeanM@Goldfinch51.com](mailto:KeanM@Goldfinch51.com)