

Job Description

District Liaison

The Office of Congresswoman Alma S. Adams, Ph.D.
North Carolina's 12th Congressional District

Title: District Liaison
Reports To: District Director
Work Location: Charlotte, NC District Office
801 E. Morehead Street, Suite 150, Charlotte, NC 28202

Note: The office is currently remote working due to the current COVID-19 pandemic.

CORE RESPONSIBILITIES:

- to monitor and update the Member and District Director on district and local issues
- to answer casework correspondence and verbal communications with constituents
- to act as liaison with federal, district, and local agencies for the Member and constituents

QUALIFICATIONS:

- strong oral and written communication skills
- knowledge of the legislative process
- knowledge of all issues and events in the district in which the Member is involved
- proficiency in word processing
- strong telephone skills
- thoroughness and careful attention to detail
- skill in organizing and prioritizing work tasks and activities
- ability to exercise discretion and independent judgment in fulfillment of casework responsibilities
- available to work after hours, weekends and holidays
- ability to work well under pressure
- ability to work cooperatively and courteously with others
- strong knowledge or connection to Mecklenburg County is a plus

DUTIES:

- handles all casework assignments under the supervision of the Constituent Services Director
- acts as the grass roots representative for the Member within his or her area of responsibility including answering casework correspondence, verbal communications with constituents, and acting as liaison with federal, district, and local agencies
- assesses casework for problems requiring legislative action and makes recommendations to the District Director, Chief of Staff and Legislative Director
- screens and refers cases, when appropriate, to other district offices
- logs in incoming and outgoing mail and incoming telephone calls relating to casework
- prepares weekly reports on work activities and appropriate report categories and district activities in his or her assigned areas
- continually screens active cases and acts as liaison with constituents to ensure that their cases are handled in a responsive manner
- maintains up-to-date files on all cases and categories of information of importance to the Office
- performs other duties as assigned.

Qualified candidates should submit an electronic pdf of their cover letter and resume to nc12districtclt@gmail.com.

Cover letter and resume must be received via email no later than March 26, 2021, 11:59 pm.

The office is a "Equal Opportunity Employer". All are encouraged to apply.