

State of Washington
Office of the Governor

Invites applications for the position of:

Constituent Relations Representative

SALARY: \$34,923-\$45,658

OPENING DATE: 12/23/2015

CLOSING DATE: 1/6/2016 11:59 PM

DESCRIPTION:

The Constituent Relations Representative works in the Constituent Services Unit and is a member of the Communications team. This position handles casework for the Governor's Office, assists with the executive correspondence process, drafts ceremonial letters and helps with administrative duties as needed.

DUTIES:

Serves as a primary point of contact for constituent casework. Meets with walk-in constituents and returns constituent phone calls. Responsible for processing constituent inquiries and complaints, including entering contacts in a tracking database, sending agency referrals and working with other internal staff to ensure an accurate and timely response.

Drafts and edits constituent responses and executive correspondence, as well as ceremonial letters and greetings.

Coordinates the approval and signature process for executive correspondence. Tracks completion and handles distribution of final letters.

Responsible for the Constituent Services weekly report, which provides a high-level overview of contacts received.

Responsible for monitoring shared inboxes and queues, processing internal requests and completing associated data entry.

Assists the Director of Constituent Services with public disclosure searches.

Provides back up support to the front desk.

Assists Communications staff with news clips and transcriptions.

QUALIFICATIONS:

The ideal candidate will have:

A Bachelor's degree.

Thorough understanding of state government operations.

Proven writing and editing skills.

Ability to effectively communicate with constituents who are frustrated, distraught and confrontational.

Advanced level of proficiency in Microsoft Word.

Strong attention to detail.

Ability to learn new computer applications, including electronic tracking software.

Ability to work independently and exercise discretion.

Ability to maintain confidentiality of information.

Ability to manage high stress situations created by competing priorities.

PROCESS:

Interested applicants should submit the following:

- (1) A letter of interest describing specific qualifications for the position;
- (2) A current resume detailing experience and education;
- (3) A writing sample not to exceed 3 pages;
- (4) A list of at least three professional references with current telephone numbers;
- (5) Personal Data sheet www.ofm.wa.gov/jobs/datasheet.doc

Please send completed application packets by mail, fax or email to:

Employee Services
PO Box 43113
Olympia, WA 98504-3113 or
OFMHR@ofm.wa.gov or
360.586.0051 FAX