

Constituent Service Representative
U.S. Senator Tammy Baldwin
January 2021

U.S. Senator Tammy Baldwin is seeking a part-time Constituent Service Representative to work directly with constituents to resolve problems they encounter with federal agencies and programs. This position will focus on programs and services administered by the U.S. Department of State and Department of Homeland Security such as immigrant and visitor visas, passports and citizen services abroad.

Qualified candidates will possess strong oral and written communication skills, excellent customer service, strong organization and efficiency, and ability to work well with others. Knowledge of the immigration process, including familiarity with different types of U.S. visas strongly desired. Fluency in a language in addition to English, particularly Spanish, Hmong, Hindi or Arabic, is desired.

This is a part-time position, with an expectation of 20 hours of work/week.

Interested applicants should send a resume, cover letter, references and salary requirements to BaldwinConstituentRep@gmail.com. We intend to proceed with the first round of interviews early in February 2021.

The Office is an equal opportunity employer in accordance with the requirements of Senate Rules, regulations and applicable federal laws. The Office does not discriminate on the basis of an individual's race, color, religion, sex, national origin, age, disability, genetic information, uniformed service, sexual orientation, gender identity or any other factors prohibited by applicable federal law.

Office of U.S. Senator Tammy Baldwin
Constituent Service Representative
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Job Summary: Constituent Service Representative specializing in federal programs administered by the US Department of State and Department of Homeland Security. Will work to be of service to Wisconsin constituents in resolving problems they encounter with federal agencies and programs. This position is also responsible for briefing the Senator and legislative staff on trending concerns shared by constituents that illustrate systemic problems that may require her involvement.

Job Duties and Responsibilities:

- Serve as a liaison between constituents and federal agencies, specifically the DOS, USCIS, DHS;
- Competently address constituent concerns and problems through e-mail, fax, mail, phone, and in person;
- Establish and maintain positive working rapport with constituents of diverse background, experience and perspective;
- Establish and maintain professional relationship with federal agency and program staff on behalf of constituents;
- Learn the laws, regulations and intricacies affecting a constituent's case;
- Communicate clearly with constituents about what can and cannot be done on their behalf by the Senator's office;
- Provide knowledgeable and helpful referral to constituents who have problems of a non-federal nature;
- Maintain detailed files on each case in the Intranet Quorum (IQ) casework management database;
- Ensure timely resolution of cases and regularly update constituents;
- Learn and adhere to the procedures, policies and structure of Senator Baldwin's office regarding case work;
- Provide Senator, Chief of Staff, State Director and Constituent Services Director with casework reports on a weekly basis;
- Bring questions and matters of concern to the immediate attention of Constituent Services Director for review and assisted response;
- Work cooperatively with other Casework staff;
- Provide leadership and direction to Staff Assistants and interns in their work addressing constituent's concerns;

- Track legislative issues related to casework portfolio and translate them into practical terms for impacted constituents;
- Understand and adhere to employee obligations, as outlined in the Office Handbook and the Senate Ethics Manual;
- Performs other duties as assigned.

Skills and Knowledge Required:

- Bachelor's Degree and/or extensive related experience/training in public policy or customer service;
- Knowledge of programs administered by the US Department of State and Department of Homeland Security;
- Knowledge of Wisconsin organizations that work on immigration issues;
- Strong oral and written communication skills;
- Knowledge of local, state and federal government program operations;
- Familiarity with the legislative process and of Senate organization and procedures;
- Ability to be tactful, pleasant, professional, confidential;
- Ability to exercise discretion and independent judgment in the fulfillment of casework responsibilities.
- Adept at computer databases systems and office computer applications;
- Strong time management skills and attention to detail.

Salary: Commensurate with experience.