

Constituent Service Advisor (Updated 7/20)

Job Description

State Representative Rick Krajewski seeks a Part-time Constituent Services Advisor (CSA) for his district office in West Philadelphia. This position is guaranteed 20 hours per week. Additional hours work will go toward paid time off. We are looking for a dynamic CSA who has great people skills and is excited to work for a grassroots oriented office. We are a majority BIPOC team, and we have several LGBTQ+ team members. Candidate must be enthusiastic, and results driven. Having a sense of humor is highly encouraged!

Responsibilities

Provide exceptional constituent service to constituents who contact our office for help on a variety of issue. Must be able to:

- Interact with team and constituents in a friendly and courteous manner
- Perform case management duties including utilizing in-house database to document casework and follow-up
- Act as a liaison with state departments, federal, local agencies and organizations for the Member and constituents
- Possess good judgement, problem solving ability, strong communication skills and work well under pressure
- Assist with planning and executing internal/external office activities

Qualifications

- Demonstrated commitment to social justice
- At least one year of direct service or social service experience
- Case management and background in mental health discipline preferred but not required
- Experience using Microsoft Office Suite
- Ability to work some evenings and weekends

How to apply

Qualified candidates should submit a cover letter and resume to Eboni Taggart at etaggart@pahouse.net.