



JEYLÚ B. GUTIÉRREZ

ALDERPERSON
14TH WARD

CONSTITUENT LIAISON JOB DESCRIPTION

General Overview:

The Constituent Liaison is primarily responsible for assuring that the ward office is operational and that it provides excellent services and programs for constituents, institutions, community groups, and agencies in the community. S/he/they are also responsible for assisting in 311 requests and producing documents, periodic reports, and correspondence as requested. The Constituent Liaison is supervised by the Case Manager and is expected to work out of the ward office and in the field.

Responsibilities include but are not limited to the following:

- Assists in providing quality public services to constituents in the ward office and in the community;
- Provides door-to-door constituent assistance and maintains an active presence in the ward neighborhoods;
- Establishes and maintains relationships with community organizations and other stakeholders, to ensure services are provided to the constituents;
- Assists with community event execution, and follow-up as needed; and
- Produces documents and constituent reports, as needed; and

Qualifications

Education and Experience:

- Associate's or Bachelor's Degree in political science, economics, public policy, or related field or a combination of experience and education which is equivalent, preferred.
- Minimum of two (2) years in a related field.
- Demonstrated ability to work collaboratively with both institutions & community-level organizations
- Experience with Microsoft Professional Suite or equivalent, with emphasis on Excel.
- Able to produce PowerPoint documents for presentations.
- Experience in performing administrative work independently.

Preferred Skills

- Fluently bilingual: verbal and written (Spanish/ English)
- Ability to follow up in a timely manner on multiple tasks, keeping priorities in focus.
- Ability to organize and maintain a functional filing system.
- Proficiency in the operation of computers and the ability to maintain database integrity.
- Ability to establish collaborative community relationships.
- Able to assist with research on community issues.
- Ability to produce effective statistical reports.
- Excellent interpersonal skills.
- Excellent verbal and written skills.
- Ability to exercise considerable discretion, initiative, and resourcefulness in carrying out assignments and in resolving problems.
- Sensitive to and aware of diverse populations, cultures, institutions, organizations, and agencies, and able to establish positive working relationships at all levels.
- Ability to comprehend and comply with regulatory standards and City policies on ethics, gifts, etc.
- Accountable for working conditions and office management details.

To apply please email a resume and cover letter to ward@chicago14.com