



## Intro

On May 21, 2019, Jamie Gauthier won the primary election for Philadelphia City Council's 3rd District seat, and moves towards the general election, unopposed. In preparation for a presumptive win in the general election, the Jamie for West Philly campaign seeks to identify a talented and diverse team of candidates interested in staffing the 3rd District Councilmatic office beginning January 2020.

We aim to build a 3rd District team that prioritizes direct engagement with residents, transparency, accountability, responsiveness, shared decision-making with our constituents, the centering of the most vulnerable among us, passion for our work, and fun. We invite interested parties to submit qualifications in response to the roles we have outlined.

It is important to note that we are undertaking this exercise to identify candidates. No formal job offers will be extended prior to the November 2019 election.

## Role: Constituent Services Manager

The Constituent Services Manager will lead constituent services, and develop, implement, and measure effective and inclusive outreach initiatives. The candidate will set the overall direction for the 3rd Councilmatic District's efforts to share information, improve civic engagement, and connect constituents to services. This person will be a steward to and for the communities of the 3rd Councilmatic district.

## Duties and responsibilities

Responsibilities for this role will include:

- Effectively managing external relationships with community members and officials, and developing a comprehensive understanding of the dynamics of each community in the 3rd Councilmatic district.
- Developing a constituent services program that tracks and monitors constituent communication, provides necessary follow-up, and helps maintain the Councilmember's visible presence in the neighborhoods of the district.
- Serving as point of contact for residents and businesses to present inquiries, concerns, requests, and feedback.
- Managing community engagement-related technology, including customer relationship management (CRM) systems.
- Assisting Chief of Staff in developing and implementing capacity-building strategies for community organizations located within the district.
- Planning regular outreach meetings between various stakeholder groups and the Councilmember.
- Serving as an advance for the Councilmember at community events, or surrogate when necessary.

- Responding to communication and requests from constituents, and helping constituents to resolve issues and questions.

## Qualifications

- At least five years' experience in government affairs, community organizing or a related role.
- Experience in developing and implementing effective community outreach initiatives.
- Superior oral and written communication skills are required along with highly developed networking and interpersonal skills.
- High-level managerial skills including problem-solving, decision-making, and conflict resolution.
- Cultural competency and proven ability to work in a culturally diverse environment.
- Knowledge of Philadelphia and communities of the 3rd Councilmatic District required.
- Project management skills: ability to multitask, problem-solve, prioritize, delegate, and to create systems and processes.
- Ability to regularly attend night and weekend events.
- Exceptional written and verbal communication skills.
- Excellent judgement and analytical skills.

**Interested in this role? Submit your qualifications via this link by 6:00 PM, Friday, October 4, 2019:**

<https://forms.gle/qjWThdzJ16yhGi5VA>