

# Vacancy Announcement

U.S. Representative Mike Collins

Office Location: Monroe, GA

Position: Constituent Advocate (Caseworker)

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## Job Summary

Casework – or Constituent Service, as it is often called – is one of the most valuable functions of a Congressional office. You might think of it as the customer service department for the federal government. As such, a good caseworker will understand that it's normal for constituents to be frustrated, desperate, or angry at times, and that as long as the caseworker tried their best to resolve the constituent's complaint, their job is done. This position acts as a liaison to federal agencies for the Congressman and constituents and answers casework correspondence and verbal communications with constituents. Work is performed in an office environment with consistent work hours (Monroe District Office, 100 Court Street, from 9 am - 5 pm).

## Essential Job Functions

- Serves as a liaison with federal governments for individual constituent concerns
- Maintains accurate & complete files on all assigned casework matters
- Understands his/her role as a front-line contact for phone calls, email messages, and walk-in traffic
- Screens and refers cases, when appropriate, to other district offices
- Trains and supervises staff assistants, including interns, to handle office matters such as logging incoming and outgoing correspondence, handling visitors, telephone calls, and computer operations
- Assesses casework for problems requiring legislative action & makes recommendations to the District Director & Chief of Staff

## Skills and Knowledge

The ideal candidate has strong oral and written communication skills, the temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner, and the ability to exercise discretion and independent judgment in fulfillment of casework responsibilities. This person works well under pressure and handles stress. He or she is innovative, patient, independent, and discerning.

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Interested applicants should send their cover letter and resume to District Director Jessica Hayes at [jessica.hayes@mail.house.gov](mailto:jessica.hayes@mail.house.gov). The application period closes May 31<sup>st</sup>.