

CONSTITUENT SERVICES MANAGER FOR THE SENATE PRESIDENT

Maine State Legislature

Under supervision of the Chief of Staff, this position manages and maintains the strong relationship between the Senate President and their thousands of local and statewide constituents. This position requires the ability to carefully assess assignments and choose the correct course of action, often under significant time constraints. The Constituent Services Manager works closely with the Executive Assistant to the President, policy team and the communications staff to define objectives and set priorities. Successful work involves high levels of thoughtful, personalized outreach and technical accuracy. This position requires strong time management skills and organization.

The Constituent Services Manager's responsibilities include:

- Drafting all constituent communications, while building and maintaining a strong outreach program—including helping implement new communication methods and software.
- Answering all constituent matters by phone, email, and mail.
- Liaising with the Senate President's district: submitting sentiments, letters of support, managing guests and tour groups.
- Drafting outreach materials.
- Overseeing appointments to boards and commissions.
- Regularly attending meetings with caucus members and legislative leaders and preparing Senators for meetings.
- Researching past and present legislation in Maine to be able to identify the status of a bill and, when applicable, the President's voting record on a bill.
- Helping organize and running outreach events for the Senate President such as town halls and forums.

Preferred Skills & Qualifications:

- Bachelor's Degree or Master's Degree and four years of relevant experience, or an equivalent combination of education and experience.
- Ability to communicate, coordinate and work effectively with the public, members of the legislature, legislative staff and executive branch.
- Advanced knowledge of the legislative process
- Advanced research, computer and communication skills, including a strong understanding of technical language.
- Previous background in a fast-paced or metrics-driven work environment.
- The ability to work independently and in team settings.
- Demonstrated experience as a self-starter.
- Must be a strong writer with excellent written communication skills.
- Ability to communicate, coordinate and work effectively with the public, members of the legislature, legislative staff and executive branch.
- Ability to work in a highly challenging, complex and fast-paced environment.