

Job Title	Constituent Services
Employer/ Agency	Office of Congresswoman Sylvia R. Garcia
Job Description	The Constituent Services role will be responsible for managing a large casework portfolio including immigration, US Department of State, and Veterans Affairs matters. This position will act as a liaison to federal agencies for constituents and will be responsible for meeting and communicating with constituents and submitting and answering correspondence with constituents and federal agencies. This position will work closely with the District Director and other colleagues to provide outstanding service to the people of the 29th District of Texas. Job Duties: • Serves as a liaison with federal government entities for individual constituent concerns; • Prepares and manages incoming and outgoing correspondence, referrals, and case intake; • Maintains accurate and complete files on all assigned casework; • Works closely with supervisor and, when appropriate, DC staff to ensure district priorities are reflected in legislative priorities; • Attends community meetings and develops relationships with local and federal points of contact to support the assigned case portfolio; • Writes responses to constituent letters relating to casework to answer questions or inform them of case progress; • Logs correspondence, telephone calls, and opinions • Handles sensitive constituent information with discretion and in accordance with applicable House privacy and records requirements. • Additional duties as assigned
Qualifications	• Strong oral and written communication skills in both English and Spanish; • Professional demeanor and an upbeat disposition while interacting with visitors, staff members, and community members in a fast-paced, highly dynamic environment; • Working knowledge of the immigration system; • Time management skills, including the ability to

	prioritize and track work status; • Attention to detail; • Willingness to learn and become an expert in assigned areas; • Ability to work a flexible schedule as directed, including occasional nights and weekends.
Salary/Hours	Salary range is \$60,000 - \$70,000 annually commensurate with experience. Benefits package includes health insurance, retirement match, student loan repayment program and more.
Address	11811 East Freeway Suite 430
City, State, Zip	Houston, TX 77098
Contact Person	Chris McCarthy
Telephone Number	832-325-3150
Email Address	TX29.Constituents@mail.house.gov
Application Method	Interested candidates should submit a resume, cover letter, and two (2) references to TX29.Constituents@mail.house.gov with the subject line "Constituent Services: LAST NAME." Incomplete submissions will not be considered. Please no walk-ins or phone calls.
Opening Date	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.