

District – Legislative Aide

GENERAL CHARACTERISTICS: Greets visitors, answers the telephone, and performs general administrative duties. Monitors and updates the State Representative and staff on district and local issues. Acts as a liaison to federal, state, and local agencies for the Member and constituents and performs casework, answers correspondence and communications with constituents. Has extensive contact with the public and other persons involved in the legislative process.

ESSENTIAL JOB FUNCTIONS:

- ◆ Answers and screens telephone calls for the Member and other staff members and takes messages when appropriate.
- ◆ Greets and screens visitors in a friendly, professional manner.
- ◆ Responds to constituent requests for information, including constituent requests for status of pending legislation and resolutions;
- ◆ Attends meetings and functions on behalf of State Representative and takes notes when required.
- ◆ Performs casework for constituents, answers casework correspondence, meets with constituents, communicates with constituents, and serves as a liaison with federal, state and local agencies.
- ◆ Processes PennDOT, vital records, and other state agency forms accurately and in a timely manner.
- ◆ Screens and refers cases, where appropriate, to other District Offices.
- ◆ Logs all incoming and outgoing mail and incoming telephone calls relating to casework.
- ◆ Prepares periodic reports for the District Director or District Office Manager on pending cases and district activities.
- ◆ Continually screens active cases and acts as a liaison with constituents to ensure their cases are handled in a responsive manner.
- ◆ Maintains up-to-date files on all cases and categories of information of importance to the office.
- ◆ Organizes large events throughout the district, including space rental, food and drink catering, and vendor attendance.
- ◆ Opens, sorts and screens mail, including deliveries, in a timely manner.
- ◆ Documents visitor opinions on issues communicated via telephone, including full name, address, and all relevant information as appropriate.
- ◆ Provides general office support functions that include typing, photocopying or assembly of materials for meetings and mailings.
- ◆ Maintains database files as requested.
- ◆ Orders and maintains office supplies.
- ◆ Schedules appointments and maintains the Member's calendar, travel arrangements and reservations.
- ◆ Assists Harrisburg staff with gathering documentation for expense reimbursement.

- ◆ Maintains a positive and collaborative relationship with the State Representative, staff, and constituents.
- ◆ Coordinates tours and manages special projects, as needed.
- ◆ Regular and punctual attendance at work.
- ◆ Ability to work remotely during regular work hours, where needed, and maintain productivity and cross-boundary communications.
- ◆ Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- ◆ Ability to accomplish all office duties required by the State Representative.
- ◆ Ability to learn clerical and office management practices.
- ◆ Possesses knowledge and ability to operate office equipment, MS office suite, database programs, other communications systems, and specialized legislative applications.
- ◆ Ability to establish and maintain effective working relationships.
- ◆ Ability to develop basic knowledge of legislative procedures and processes.
- ◆ Ability to handle confidential information, including correspondence.
- ◆ Ability to accept performance-based criticism and direction.
- ◆ Ability to communicate with a variety of personalities in a tactful, pleasant and professional manner.
- ◆ Ability to maintain a professional appearance.
- ◆ Ability to be punctual and meet attendance requirements.
- ◆ Ability to work remotely, where needed, and maintain productivity and cross-boundary communications.

EXPECTED HOURS OF WORK:

- ◆ Occasional evening and weekend work may be required as job duties demand.

MINIMUM QUALIFICATIONS:

- ◆ High school diploma or equivalent.
- ◆ A four-year college degree is preferred but not required for this position.
- ◆ Must be able to travel and must hold a valid driver's license.
- ◆ Home/personal internet connection.