

Constituent Service Representative
U.S. Senator Tammy Baldwin

US Senator Tammy Baldwin is seeking a Constituent Service Representative to work directly with constituents to resolve problems that they encounter with federal agencies and programs. This full-time position will focus on programs administered by the US Citizenship and Immigration Services (USCIS) and US Department of State (DOS), and will be based in Sen. Baldwin's Milwaukee or Madison office.

Qualified candidates will possess strong oral and written communication skills (including fluency in the Spanish language, both written and spoken), excellent customer service, strong organization and efficiency, and ability to work well with others. Knowledge of programs administered by USCIS and DOS is desired, though not necessary.

Interested applicants should send a resume, cover letter, references and salary requirements to TammyBaldwinCSR@gmail.com. Please apply by April 25, 2025. Applications may be accepted on a rolling basis until the position is filled.

The Office is an equal opportunity employer in accordance with the requirements of Senate Rules, regulations and applicable federal laws. The Office does not discriminate on the basis of an individual's race, color, religion, sex, national origin, age, disability, genetic information, uniformed service, sexual orientation, gender identity or any other factors prohibited by applicable federal law.

Office of U.S. Senator Tammy Baldwin Constituent Service Representative

Job Summary: Constituent Service Representative specializing in working directly with constituents to resolve problems that they encounter with federal agencies and programs. This full-time position will focus on programs administered by the US Citizenship and Immigration Services (USCIS) and US Department of State (DOS). This position is also responsible for briefing the Senator and legislative staff on trending concerns shared by constituents that illustrate systemic problems that may require her involvement.

Job Duties and Responsibilities:

- Serve as a liaison between constituents and federal agencies;
- Effectively address constituent concerns and problems through e-mail, fax, mail, phone, and in person;
- Establish and maintain positive working rapport with constituents of diverse background, experience and perspective;
- Establish and maintain professional relationship with federal agency and program staff on behalf of constituents;
- Learn the laws, regulations and intricacies affecting a constituent's case;
- Communicate clearly with constituents about what can and cannot be done on their behalf by the Senator's office;
- Provide referrals to appropriate resources to constituents who have problems of a non-federal nature;
- Maintain detailed files on each case in the Intranet Quorum (IQ) casework management database;
- Ensure timely resolution of cases and regularly update constituents;
- Learn and adhere to the procedures, policies and structure of Senator Baldwin's office regarding casework;
- Provide Senator, Chief of Staff, State Director and Constituent Services Director with casework reports on a weekly basis;
- Escalate complex cases to the Constituent Services Director as needed;
- Work collaboratively with other casework staff and provide guidance to staff assistants and interns;
- Track legislative issues related to casework portfolio and translate them into practical terms for impacted constituents;
- Represent the Senator at meetings with constituents;
- Gather information on items of interest from constituents and organizations and report back to the Senator and management team on issues of concern;

- Provide updates on the Senator's legislative work to interested constituents;
- Understand and adhere to employee obligations, as outlined in the Office Handbook and the Senate Ethics Manual;
- Performs other duties as assigned.

Skills and Knowledge Required:

- Strong oral and written communication skills, including Spanish language fluency;
- Associate's Degree and/or extensive related experience/training in public policy or customer service;
- Knowledge of local, state and federal government program operations;
- Familiarity with the legislative process and of Senate organization and procedures;
- Ability to be tactful, pleasant, professional, confidential;
- Ability to exercise discretion and independent judgment in the fulfillment of casework responsibilities;
- Adept at computer databases systems and office computer applications;
- Strong time management skills and attention to detail;
- Knowledge of programs administered by US Citizenship and Immigration Services (USCIS) and US Department of State (DOS), a plus.

Salary: Commensurate with experience.