



Office of Congresswoman Betty Sutton

Summit County Office
John F. Seiberling Federal Building
2 South Main Street, Ste. 380
Akron Ohio 44308
(330) 865-8450

Lorain County Office
St. Joseph's Community Center
205 West 20th Street, Rm M230
Lorain Ohio 44052
(440) 245-5350

JOB POSTING: CASEWORKER

SUMMARY:

This position acts as a liaison to federal, district, and local agencies for the Congressman and constituents and answers casework correspondence and verbal communications with constituents.

ESSENTIAL JOB FUNCTIONS:

- Acts as the representative for the Congressman within his or her area of responsibility including answering casework correspondence, meeting with constituents, verbal communications with constituents, and serving as a liaison with federal, district, and local agencies;
- Informs the Congressman and the District Director of all happenings in his or her assigned issue areas by screening district media sources and interacting with constituents;
- Handles casework assignments;
- Maintains up-to-date information on Congressional liaisons, federal regulations, and casework processes;
- Acts as a liaison to local, state and federal officials and other persons or groups to form effective relationships for the Congressman;
- Assesses casework for problems requiring legislative action and makes recommendations to the District Director and Chief of Staff/Administrative Assistant;
- Monitors scheduled district meetings for the Congressman with constituents;
- Screens and refers cases, when appropriate, to other district offices;
- Logs in all incoming and outgoing mail and incoming telephone calls relating to casework;
- Prepares periodic reports for the District Director on pending cases and district activities in his or her assigned issue areas;
- Continually screens active cases and acts as liaison with constituents to ensure that 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;
- Meets attendance requirements as established by the office;
- Maintains a good working relationship with the Congressman, staff, and constituents;

- Accepts performance-based criticism and direction;
- Works well under pressure and handles stress;
- Works a flexible schedule including long hours, nights and weekends; and
- Performs other duties as assigned.

SKILLS AND KNOWLEDGE REQUIRED:

- Strong oral and written communication skills;
- Thorough knowledge of local, state and federal agencies and departments;
- Knowledge of all issues and events in the district in which the Congressman is involved;
- Professional telephone manner;
- Temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner.
- Ability to perform the essential job functions above;
- Ability to work cooperatively and courteously with others;
- Temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner;
- Thoroughness and careful attention to detail;
- Ability to exercise discretion and independent judgment in fulfillment of casework responsibilities;
- Knowledge of office policies, practices, and procedures;
- Knowledge of office computer applications; and
- Proficiency in word processing.

Starting salary: \$32,000

Interested applicants should email their cover letter, resume and two writing samples to Samantha Herd, District Director at samantha.herd@mail.house.gov.