



## **Job Announcement Council District 7 -- Caseworker**

Los Angeles City Councilwoman Monica Rodriguez is seeking a detail oriented and organized professional to serve as Caseworker in her Sylmar District Office. Caseworkers work with City Departments on behalf of Council District 7 residents advocating for City services like tree trimming, sidewalk repair, and street resurfacing. Councilwoman Rodriguez and her team are committed to providing excellent, effective and timely service. The ideal candidate possesses a passion for making meaningful, sustainable change in Los Angeles and the Northeast Valley, and is ready to work in a high-energy, collaborative work environment.

### **Responsibilities of the Caseworker include:**

- Manage the front office of the Sylmar District Office – the Caseworker will be the first person a constituent sees when they walk through the door
- Oversee constituent service requests
- Make contact with constituents to obtain information for processing service requests
- Process service requests through 311, myLADOT, or directly with department liaisons
- Log all contacts pertaining to cases in the Office Management System
- Follow up with City department liaisons to ensure that cases are received, and scheduled for work
- Identify priority projects for the Councilwoman for the upcoming fiscal year
- Draft successful casework stories for Council District 7 communications
- Assist field staff with community events, presentations, and projects
- Develop outstanding working relationships with all City personnel
- Other duties as assigned

### **REQUIREMENTS:**

- The ability to write and communicate effectively, multi-task, and attend to detail
- Strong organizational, project management, and problem solving skills
- Exceptional interpersonal skills
- Conversational Spanish

Applicants should submit resume and cover letter to [doug.tripp@lacity.org](mailto:doug.tripp@lacity.org) with “**Caseworker**” in the subject line.

*This is an exempt, at-will position. The individual appointed to this position will not accrue any civil service tenure, contractual employment rights, or due process rights. The incumbent may be removed, without any finding of cause, by the hiring authority. The City of Los Angeles is an Equal Employment Opportunity Employer. As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodations to ensure equal access to its programs, services and activities. Please call (213) 744-9300 if you need assistance.*