

OFFICE OF COUNCILMEMBER MIKE BONIN
LOS ANGELES COUNCIL DISTRICT 11
Job Announcement

CONSTITUENT ADVOCATE

The Office of Los Angeles City Councilmember Mike Bonin is seeking a creative, smart and hard-working individual, with a passion for working with people, to fill our Constituent Advocate position serving Council District 11's Westchester office. We're looking for a dedicated person who can take on the critical job of working with our constituents to help solve their concerns, carefully guide them through the city's processes, and make sure that our government is always on their sides, and not on their backs. We need someone who is politically-savvy, a good problem-solver, and an excellent communicator. We want the person who is ready and eager to join a dynamic and hard-working team focused on moving Los Angeles forward, doing good, and getting things done.

A Constituent Advocate represents the Councilmember by being the first voice our constituents hear when they call the office, providing direct assistance to our diverse constituency, including residents, businesses owners, and visitors. They are project managers, and handle numerous issues and stakeholders at any given time. They work closely with City departments to resolve constituent problems quickly, and are encouraged to take on special projects to improve constituent services. Our Westchester Constituent Advocate also acts as an office manager for the Westchester office, and is responsible for ensuring that the day-to-day needs of the office are met, and that the office runs efficiently.

The ideal candidate should have experience working with constituents or customers, particularly to address problems and concerns, and should demonstrate a familiarity with government, an excellent ability to communicate verbally and in writing, be detailed-oriented and a self-starter, have good judgment, and possess a strong ability to achieve established goals. The ideal candidate should also have experience doing some of the following:

- Worked with a constituent or a customer that was unhappy with a service that was provided to them, and successfully addressed their concerns to their satisfaction.
- Acted as a representative of an elected official, political candidate, or community organization to a community stakeholder, where it was her/his responsibility to effectively communicate a public message.
- Successfully assisted a member of the community by engaging a government agency to help solve a complex or tough problem.
- Successfully delivered a project in a challenging setting, under an ambitious timeline, from start to completion.
- Written a comprehensive briefing memo for a public official, agency, or community organization analyzing background, issues, stakeholder opinions, political implications, and making recommendations or developing a plan for action.

Main duties include, but are not limited to:

- Listening to concerns from constituents who contact our office by phone, email, letter, or as a walk-in client, and quickly moving to address and resolve those concerns, including engaging the relevant city departments to advocate on the constituent's behalf.
- Following through with all constituent cases in a timely and responsive manner, so that constituents are satisfied with the service of their Council Office.
- Interacting empathetically, productively, and constructively with individuals of diverse backgrounds and situations.
- Maintaining an awareness and involvement in district affairs and issues, reporting to the Councilmember, District Director, and other staff as appropriate.
- Assisting the Council Office team with planning, coordinating, and executing community events for the Councilmember.
- Occasionally attending meetings of local government and community groups, speaking on behalf of the Councilmember, and reporting back with recommendations for action on issues of importance to the district.
- Performing office manager duties as necessary in the Westchester office, to ensure that the day-to-day needs of the office are met.

The selected candidate must be willing to work non-standard hours as needed, including evenings and weekends, and perform tasks outside of his or her primary work assignments as necessary.

The position is full-time, exempt from civil service, and available immediately. Compensation based on experience. Excellent benefit package.

Application deadline – *Open until sufficient applications have been received.*

To apply, please email a resume and a cover letter to Krista Phipps, District Director, at Krista.Phipps@lacity.org.

*** This position is an exempt, at-will position. The incumbent will not accrue any civil service tenure or contractual employment rights in such position. The scheduler is appointed by, and serves at the pleasure of the Council Office, and may be removed without cause.**