**THE COUNCIL OF
THE CITY OF NEW YORK**

Shahana Hanif

39ᵀᴴ DISTRICT

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Committees
Chair of Committee on Immigration
Member of Committee on Education
Member of Committee on Criminal Justice
Member of Committee on Governmental Operations
Member of Committee on Cultural Affairs, Libraries, and International Intergroup Relations
Member of Committee on Mental Health, Disabilities, and Addictions

Constituent Services Director

The Position:

The Constituent Services Director for Council Member Shahana Hanif is a critical public facing position in the City Council office. This person represents the Council Member across the 39th District both virtually and in person and liaises with constituents, city agencies, and nonprofits. The Constituent Services Director works with residents of the 39th District to address issues impacting themselves and their communities and fields constituent requests from across the District, responding in a timely and satisfactory manner.

Major Responsibilities:

- Manage the Council Member's constituent service caseload including but not limited to:
  - Answering calls, emails, letters, and visits from constituents seeking support and assisting in finding the best possible outcome for these constituent problems
  - Working with relevant City agencies and/or service providers by phone, email, or letter to address constituent concerns
  - Following up with relevant City agencies or service providers to track progress and ensure resolution
  - Providing regular updates to constituents and supervisors
  - Maintaining up-to-date records on all cases by ensuring that cases are entered into "CouncilStat," a Council-wide constituent service database
- Monitor active constituent casework, aggregate results and challenges, and work across departments to discern trends that warrant coordinated responses, including legislative strategies, projects, or community events
- Work with the Communications Director to identify relevant district information, community updates, and constituent service stories, for district-wide communications as well as creative digital organizing strategies to engage constituents, and issues worthy of individual pitches
- Participate in community meetings and events as a representative for the Council Member, including at Community Board meetings and other community organizations in the District. This will often include giving a general update, as well as delivering remarks on behalf of the Council Member

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The ideal candidate will have:

- Deep knowledge of the 39th Council District including the neighborhoods, diverse community issues, and dynamics
- Experience with NYCHA casework is a big plus
- Some experience in a constituent services, case management, or social work role
- Project management and problem solving experience
- Temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner
- Excellent verbal and writing skills
- Superb organizational skills and attention to detail
- The ability to stay calm in a fast-paced and high pressure political environment
- A passion for building a leftist and progressive city that works for all
- Spanish fluency is a plus

Salary & Benefits:

- The salary range for this position is $60,000- $65,000

- The New York City Council offers a wide variety of healthcare insurance packages, including dental and vision, a 401(k) and pension plan, commuter benefits, and a generous time-off policy

We are an equal opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender, sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. Women, people of color, LGBTQ people, and members of other historically disenfranchised populations are strongly encouraged to apply.

Interested applicants should send resume and cover letter to nbrickner@council.nyc.gov with Subject Line: [Your Name] [Job Title] Application