

## **Constituent Services Manager - (230009AM)**

### **Executive Office of Housing and Livable Communities (EOHLC) is seeking a Constituent Services Manager/Administrator IV position in the Secretary's Office!**

#### **AGENCY MISSION:**

The Executive Office of Housing and Livable Communities (EOHLC) is charged with creating more homes in Massachusetts and lowering housing costs for residents.

Formerly known as the Department of Housing and Community Development (DHCD), EOHLC works with municipalities, local housing authorities, non-profit organizations, and development partners to provide affordable housing options, financial assistance, and other support to Massachusetts communities.

#### **OVERVIEW OF ROLE:**

As a member of the Secretary's staff, the Constituent Services Manager serves as agency Ombudsman for constituent matters resolving matters in a timely and thorough manner; assists Director of Legislative Affairs in responding to constituent calls from legislators; attends meetings with legislative and Governor's office staff, state and local government agencies, advocacy and professional organizations, and various external stakeholders; manages the correspondence system; serves as briefing coordinator for the Secretary; and prepares/assists in preparation of reports, letters, presentations, etc.

#### **DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):**

##### **1) Constituent Services:**

- Handles/resolves confidential and time sensitive constituent matters in response to phone or written request and casework from the Governor's Constituent Services Office and from local, state and federal government offices with empathy and accuracy.
- Escalates responses for those inquiries which are deemed "urgent".
- Manages tracking system for constituent and legislative inquiries.
- Ensures that receptionists and others who are receiving external calls/communications are kept up-to-date with guidance for forwarding calls.

##### **2) Policy Review and Recommendations:**

- Analyzes information and data from stakeholders and constituents to develop policy recommendations and document the impact of policies on specific constituent populations.
- Researches and reviews programs and policy trends regarding housing, community development, homelessness, municipal affairs, and zoning.
- Prepares recommendations on policy positions based on constituent casework, research and input from internal and external stakeholders.
- Understands and analyzes program metrics to ensure compliance with program intent and make recommendations regarding program changes.

##### **3) Research:**

- Coordinates and researches news articles, reports, staff-briefings and other forms of updates to Secretary, Chief of Staff and Legislative Director on relevant issues to Department and its initiatives.

##### **4) Reporting and Communication:**

- As needed prepares and assists in preparation of reports, presentations, letters, memoranda, etc. from Secretary, Deputy Secretary and/or EOHLC staff.

##### **5) Miscellaneous:**

- Other duties as assigned including special projects for the Secretary.

#### **PREFERRED QUALIFICATIONS:**

1. Demonstrated proficiency with computers and computer programs, particularly Microsoft Office (Word, Excel, PowerPoint, Access, Outlook).
2. Excellent writing skills using business English and proper grammar, spelling and punctuation.
3. Experience assimilating and analyzing programs, policy, data, and other relevant materials.
4. Extensive knowledge of Massachusetts State Government branches, functions and key position holders.
5. Extensive knowledge of the Legislative branch.
6. Experience interpreting federal and state policies, statutes and regulations.
7. Strong knowledge of Department programs, mission and initiatives, and relevant issues.
8. Strong organizational skills; ability to independently determine specific tasks needed to accomplish an assignment; ability to prioritize work; and ability to multi-task.
9. Ability to manage other individuals efficiently and to delegate authority, and also act as a leader and example to others.
10. Travel across the state may be required. Those employees who elect to use a motor vehicle for travel must have a current and valid Massachusetts Class D Motor Vehicle Operator's license or the equivalent from another state.

**COMMENTS:**

**Please upload resume and cover letter.**

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days, as needed.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines. In the case of a promotional opportunity, the salary provisions of the applicable collective bargaining agreement will apply to placement within the appropriate salary range.

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

**QUALIFICATIONS:**

**MINIMUM ENTRANCE REQUIREMENTS:**

Applicants must have at least (A) four (4) years of full-time or, equivalent part-time, professional, professional internship, administrative, supervisory, or managerial experience in business administration, business management, public administration, public management, clinical administration or clinical management or (B) any equivalent combination of the required experience and substitutions below.

Substitutions:

- I. A certificate in a relevant or related field may be substituted for one (1) year of the required experience.
- II. An Associate's degree in a related field may be substituted for one (1) year of the required experience.
- III. A Bachelor's degree in a related field may be substituted for two (2) years of the required experience.
- IV. A Graduate degree in a related field may be substituted for three (3) years of the required experience.
- V. A Doctorate degree in a related field may be substituted for the required experience.

**Comprehensive Benefits**

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

Want the specifics? [Explore our Employee Benefits and Rewards!](https://www.mass.gov/commonwealth-employee-benefits-and-rewards)  
at <https://www.mass.gov/commonwealth-employee-benefits-and-rewards>

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women, Black, Indigenous, and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.

**Official Title:** Administrator IV

**Primary Location:** United States-Massachusetts-Boston-100 Cambridge Street

**Job:** Administrative Services

**Agency:** Executive Office of Housing and Livable Communities

**Schedule:** Full-time

**Shift:** Day

**Job Posting:** Aug 25, 2023, 4:19:57 PM

**Number of Openings:** 1

**Salary:** \$70,002.10 - \$107,608.71 Yearly

**Bargaining Unit:** M99-Managers (EXE)

**Confidential:** No

**Hybrid Work Eligible:** Yes

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Jessica Molina - 8572480160

**HOW TO APPLY:**

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=230009AM>