

Job Title:	Constituency Assistant		
Employer:	Jenica Atwin, MP		
Location:	154 Main Street, Fredericton NB E3A 1C8	Working Conditions:	Travel may be required; occasional long hours and some weekends
Level/Salary Range:		Position Type:	full-time
Reporting to:	Jenica Atwin	Language Requirement:	English French is an asset

Reporting to the Member of Parliament, the constituency assistant provides casework, executive and administrative support services. Operationally speaking, the position is key in helping to advance and facilitate the Member's main objectives and priorities through outreach, communications, event planning and other strategic activities.

Duties and responsibilities

- Manages, triages and reviews the Member's emails and communications. Prioritizes, sorts and evaluates correspondence/documentation and distributes it to the appropriate people. Ensures effective communications by properly organizing and screening information.
- Manages the Member's agenda, reviews and discusses commitments, schedules meetings and events and informs the Member of any changes.
- Drafts correspondence to Ministers and stakeholders as required.
- Keeps the Member's schedule up-to-date, which includes planning and coordinating meetings, making travel arrangements, scheduling appointments and conferences, and providing specific and pertinent information to the Member on all relevant matters.
- Provides various administrative and/or business services to the Member and staff to ensure the flow of operations and to help the constituency office achieve its goals and priorities.
- Creates and maintains systems to monitor requests and/or questions to be handled and their respective deadlines, as well as a system for distributing files.
- Acts as the first line of response with constituents for all incoming cases (e.g. immigration, Canada Revenue and Old Age Security files) and provides information, advice and support in person, over the telephone and in writing.
- Contacts government services on behalf of constituents to obtain more information and follow up on available national programs as well as to seek and achieve resolution in all cases and follows up with constituents throughout the client file life cycle. Ensures cases are dealt with in a sensitive, confidential and timely manner.
- Drafts responses to constituent emails and letters, including on general policy and constituency casework issues.
- Helps with special projects that aim to improve the effectiveness of the office's administrative operations.
- Performs other related duties within the scope of the position.

Knowledge, skills and abilities

- Superior organizational skills.
- Good administrative skills and ability to multitask.
- Ability to work efficiently under pressure, respond to short-term demands and adapt to new situations.
- Exceptional judgment and interpersonal skills, and ability to exercise diplomacy when interacting with the public and stakeholders.
- Good written and verbal communication skills in English with an ability to write clearly and concisely. Communication in French is an asset.
- Strong critical thinking skills, attention to detail and problem-solving abilities.
- Good grasp of the Canadian parliamentary system and federal political issues.
- Proficiency with the Microsoft Office suite.
- High degree of self-motivation to learn and take initiative and receive feedback.

Education and experience

- Post-secondary education from a recognized institution OR an acceptable combination of education, training and relevant experience.