Madison Staff Assistant Position Overview

U.S. Senator Tammy Baldwin is seeking a Staff Assistant in her Madison office to act as the first point contact for the Senator and the Madison staff. This position also administers the Madison office intern program, oversees daily management of all incoming constituent concerns, assists with the processing of certain outgoing correspondence, and provides general support to the Madison staff. This is an entry level position with the opportunity for advancement.

Qualified candidates will possess a working knowledge of the federal legislative process and of Senate organization and procedures. Completion of a four-year degree and prior office and/or work related experience is preferred. Desired qualities include the temperament to engage with a variety of personalities in a tactful, pleasant and professional manner; attention to detail; excellent organizational skills; strong verbal communication skills; strong writing and proof reading abilities; and the ability to work in a fast-paced environment.

Interested applicants may send a resume, cover letter, and references to msnstaffasst@gmail.com or 30 W. Mifflin St., Suite 700, Madison, WI 53703.

The Office is an equal employment opportunity employer in accordance with the requirements of Senate Rules, regulations and applicable federal laws. The Office does not discriminate on the basis of an individual’s race, color, religion, sex, national origin, age, disability, genetic information, uniformed service, or any other factors prohibited by applicable federal law. The Office also prohibits discrimination on the basis of sexual orientation and gender identity.
Position Description

MADISON STAFF ASSISTANT
Office of US Senator Tammy Baldwin

SUMMARY:

The Madison Staff Assistant is the point of first contact for the Senator and the entire Madison staff. As such, this position plays a critical role in ensuring that constituents who contact the office know that the Senator cares about them and the issues that they care about.

ESSENTIAL JOB FUNCTIONS:

- Greets and screens visitors to the Madison office;
- Answers and screens telephone calls for the Senator and other staff members and takes messages when appropriate;
- Ensures that requests for assistance are directed to the appropriate staff member in a timely manner;
- Assists persons who have appointments with the Senator, State Director or the other staff members;
- Manages intern program including recruiting, interviewing, selecting, scheduling, training, and supervising interns;
- Documents in the database opinions on issues communicated via telephone, including full name, address, and all relevant information as appropriate;
- Tracks constituent phones calls and prepares the “Pulse” report for DC office;
- Assists in screening incoming inquiries from constituents and organizations as they relate to federal matters, referring them to state or local resources as dictated by the issue;
- Assists the Director of State Operations in drafting and processing correspondence outlined in the Senate Office Nice Note Policy;
- Processes and distributes all incoming mail to the Madison office
- Assists the Milwaukee Staff Assistant in organizing aspects of the Senator’s Madison-area Service Academy Selection Committee Nominations process;
- Provides support to Regional Representatives in all manner of logistics in arranging county office hours, including assisting the Press Team in sending out notifications, if necessary;
- Meets with constituents or other office visitors, as necessary;
• Provides research assistance and compiles information on various issues for supervisor, staff, and constituents;
• Processes, records, and compiles a monthly report on all franked outgoing mail from the Madison office;
• Assists in the staffing of Madison-area events, as necessary;
• Signs for deliveries and forwards all materials delivered to the office to appropriate staff members in a timely manner;
• Orders and maintains office supply inventory;
• Responds to miscellaneous constituent requests for information;
• Performs general data entry and administrative assignments;
• Sends, receives, and distributes materials via email and facsimile;
• Maintains a good working relationship with the Senator, staff and constituents;
• Remains well informed about the Senator’s legislative initiatives
• Accepts performance based criticism and direction;
• Possesses a temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner;
• Meets attendance requirements as established by the office;
• Works well under pressure and handles stress;
• Performs special projects and other duties as assigned.

EDUCATION/EXPERIENCE:

Completion of a four-year college education is preferred for this position. Prior office and/or work related experience is preferred.

SKILLS AND KNOWLEDGE REQUIRED:
• Working knowledge of legislative process and of Senate organization and procedures;
• Attention to detail, excellent organizational skills, ability to adapt;
• Strong writing and proof reading skills;
• Strong verbal communication skills;
• Knowledge of office computer applications and proficiency in word and data base processing (Intranet Quorum);
o Temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner;

o Ability to work well under pressure and handle stress in a fast-paced environment;

o Knowledge of office policies, practices, and procedures