



U. S. Representative Grace Napolitano
32nd District, California

Employment Opportunity
Position: Caseworker

The Office of Congresswoman Grace F. Napolitano is seeking to fill a full-time job opening for a **Caseworker** in the El Monte, CA District office

Position Description:

The ideal candidate will be responsible for managing casework correspondence through verbal and written communications with constituents (but not limited to):

- Resolving individual cases with various federal agencies, such as the U.S. Citizenship and Immigration Services (USCIS), Social Security, Internal Revenue Service (IRS)
- Manage casework assignments
- Screens and refers cases, when appropriate, to other district offices
- Logs in all incoming and outgoing mail and incoming telephone calls relating to casework
- Prepares reports on pending cases and district activities on assigned issue areas
- Continually screens active cases and acts as liaison with constituents to ensure that their cases are managed in a responsive manner
- Maintains a professional demeanor and contributes to creating a cordial working environment with staff, constituents and Member

Qualifications:

- Excellent verbal and written communication skills
- Excellent interpersonal skills and customer service skills
- Thorough knowledge of legislative process and of House organization and procedures
- Possess a genuine commitment to serve the community
- Ability to exercise discretion and independent judgment
- Temperament to communicate with a variety of personalities in a tactful, pleasant, and professional manner
- Good computer skills, including experience with Microsoft Word, Excel and Outlook
- Bilingual skills exp. Mandarin or Cantonese and, or Spanish is desired
- Ability to work weekends, evenings and holidays, if necessary

Salary will be based on experience and will reflect the nature of the position. Employees will receive health insurance, retirement benefits and other federal employee benefits.

To Apply:

Please email a cover letter, resume and writing sample to:
Perla H. Trumkul, District Director, at perla.hernandez@mail.house.gov

No calls, please