



# Tony Evers

Office of the Governor | State of Wisconsin

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## Casework Assistant – LTE in the Office of the Governor

We are looking for an energetic, responsible, and passionate individual to join our Madison office in the Constituent Services and Proclamations Department. As the casework assistant, you will be an integral part of the team, helping to connect constituents who have contacted our office with a variety of issues to resources and solutions. It is essential that applicants to this position have strong communication skills, demonstrate maturity and responsibility, and understand the importance of attention to detail.

### Duties and Responsibilities

- Correspond directly with constituents and communicate their needs effectively to state agency liaisons
- Manage constituent cases from beginning to end as they are investigated and resolved by state agencies
- Work with the Casework Manager to ensure constituent awareness and consent at every step of the process
- Advocate for constituents facing dire challenges
- Conduct independent research in order to offer constituents viable resources
- Other duties as assigned

### Staff Requirements and Qualifications

- Proficient computer skills, including Microsoft Office Suite (Word, Excel, Powerpoint)
- Excellent written and verbal communication skills
- Strong attention to detail and organizational skills
- Ability to work independently and without supervision
- Eagerness to tackle new projects and ideas
- Ability to handle sensitive and confidential material in a responsible and respectful manner
- Availability to work in-person at the State Capitol in Madison
- Commitment to public service and to serving the people of Wisconsin in their time of need

### Benefits

- 20 hours per week at \$15 per hour
- Opportunities to gain knowledge of the Governor's Office and state government in Wisconsin, experience how both a professional and political office function, and work with top officials in the political field
- Opportunities to participate in professional development events and activities
- Minimum six-month time commitment
- Flexible schedule

All interested applicants can submit a cover letter and resume to [anna.mercer@wisconsin.gov](mailto:anna.mercer@wisconsin.gov).