



Tony Evers

Office of the Governor | State of Wisconsin

Constituent Services Specialist – Office of the Governor

Governor Tony Evers is seeking an energetic, responsible, and passionate individual to join our Madison office as specialist within the Constituent Services and Proclamations Department (CSP). As the Constituent Services Specialist you will be an integral part of the team working to address and resolve constituent inquiries and engage with Wisconsinites.

Job Responsibilities

- Aid in the supervision of incoming and outgoing constituent correspondence to and from the Governor's Office, including but not limited to live phone calls, voicemails, emails, webform submissions, physical mail, and drop-in visits.
- Maintain and organize the Leidos IQ database which contains constituent correspondence, casework, referrals, proclamation requests, and more.
- Aid in the drafting, coordination, editing, and dissemination of constituent responses and proactive messaging, ranging from direct individual responses to large-audience outreach via the Leidos IQ database.
- Create weekly reports for the use of CSP leadership and senior staff, noting trends and urgent matters.
- Develop and maintain the Governor's Office front desk schedule and staffs the front desk when necessary.
- Assist in the supervision of CSP interns, limited-time employees, and department processes.
- Other duties as assigned.

Qualifications

The ideal candidate will have the following qualifications:

- Excellent written and verbal communication skills.
- Proficient computer skills, including Microsoft Office Suite (Word, Excel, PowerPoint).
- Strong attention to detail, organizational skills, and ability to manage multiple projects simultaneously.
- Demonstrated understanding of state systems, agencies, and programs, as well as current events on the local, state, and federal levels.
- Ability to handle sensitive and confidential material in a responsible and respectful manner.
- Commitment to public service and to serving the people of Wisconsin.
- Experience managing a team preferred.
- Familiarity with the Leidos IQ database preferred.

Compensation

- Salary Range: \$45,000-50,000 annually, commensurate with experience.
- Generous benefits package.

How to Apply

The Office of Governor Tony Evers is an equal opportunity employer and strives to recruit and retain high-quality staff who are committed to increasing the diversity of the office.

All interested applicants must submit a cover letter and resume to Constituent Services and Proclamations Director, Anna Mercer at Anna.Mercer@wisconsin.gov. Please submit your information as soon as possible, preferably before May 9, 2025, as applicants will be considered on a rolling basis.