



Tony Evers

Office of the Governor | State of Wisconsin

Casework Assistant – Constituent Services LTE

The Governor’s Office seeks a Casework Assistant to support the Constituent Services and Proclamations Department (CS/Procs 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.

Job Responsibilities

- Work with the Casework Manager to ensure constituent awareness and consent at every step of the process
- 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
- Advocate for constituents facing dire challenges
- Conduct independent research in order to offer constituents viable resources
- Other duties as assigned

Qualifications

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

Compensation

This is a flexible limited-term employment (LTE) position. Hourly wage is \$15 per hour, 20 hours per week.

If you believe you meet the qualifications of this position, please submit a resume and cover letter to Anna.Mercer@wisconsin.gov