

## **Constituency Manager (Constituency Assistant Level 3)**

### **Introduction**

The Constituency Manager serves as the primary liaison between the Member of the Legislative Assembly (MLA) and constituents. Reporting directly to the MLA, this role is responsible for managing the day-to-day operations of the constituency office, responding to constituent inquiries, supporting community outreach, and ensuring efficient administrative processes. The successful candidate will demonstrate professionalism, discretion, and a strong commitment to public service.

### **Duties and Responsibilities**

#### **Constituent Relations**

- Serve as the first point of contact for constituents via phone, email, and in-person visits.
- Assess urgency and determine appropriate response methods.
- Research and resolve sensitive or confidential issues by liaising with government agencies or community organizations.
- Maintain strong relationships with government offices and service providers.
- Respond to inquiries with tact, professionalism, and discretion.

#### **Casework Management**

- Provide guidance and support to constituents navigating government programs and services.
- Refer constituents to appropriate community resources.
- Maintain accurate case files and track progress using internal systems.
- Liaise regularly with service providers to facilitate resolutions.
- Communicate case status updates to the MLA as needed.

#### **Community Outreach & Public Relations**

- Monitor local issues and events to keep the MLA informed.
- Assist in developing communication strategies and public engagement plans.
- Coordinate and attend community events, representing the MLA when required.
- Draft speaking notes, media content, and briefing materials.
- Maintain and update the constituency website and social media platforms.

#### **Event Planning**

- Plan and coordinate regular town hall meetings hosted by the MLA.
- Organize and manage logistics for the annual Stampede BBQ, including vendor coordination, volunteer management, and promotional materials.
- Support the planning and execution of other community events and public engagements as directed by the Member.
- Ensure all events are well-publicized and accessible to constituents.

- Maintain event budgets and track expenditures in accordance with office policies.

#### Office Administration & Operations

- Oversee daily office operations, including reception, supplies, and scheduling.
- Prepare correspondence, scrolls, and congratulatory letters.
- Track and manage office expenditures, ensuring compliance with budget limits.
- Liaise with Legislative Assembly Office (LAO) departments for administrative support.
- Maintain organized filing systems and contact databases.
- Support recruitment and supervision of staff and volunteers.

#### Ideal Candidate Profile

- Strong customer service orientation.
- Professional reading and writing abilities.
- Excellent communication skills, including public speaking and social media engagement.
- Effective time management and organizational skills.
- Flexibility and adaptability to schedule changes.
- Ability to perform well under pressure.
- Strong problem-solving and critical thinking capabilities.
- Technical proficiency with Microsoft 365 (Word, Excel, PowerPoint, Teams, Outlook).
- Willingness to learn additional technical tools as needed.
- Solid research and information-gathering skills.
- Ability to work independently and collaboratively within a team.
- High level of integrity and discretion when handling confidential information.

#### Requirements and Compensation

##### Requirements

- A degree in Communications, Public Relations, Business Administration, or a related discipline.
- Fluency in spoken and written English.
- Valid Alberta Class 5 driver's license and access to a personal vehicle.
- Willingness and ability to work flexible hours, including evenings and weekends as needed.
- Comfort with managing a dynamic and changing schedule.
- Reliable access to high-speed internet (this is a hybrid position).
- Strong awareness of current Government of Alberta news and updates.
- Asset: Previous experience in office administration, customer service, or a related field.

##### Compensation

Monthly salary range: \$4,270.31 – \$7,155.02 (Constituency Assistant Level 3), based on experience. Includes comprehensive benefits and pension.

### How to Apply

If you are interested in this position, please submit your cover letter and resume to:  
Calgary.FishCreek@assembly.ab.ca.

Application deadline: October 17, 2025

We thank all applicants for their interest. Only those selected for further consideration will be contacted. Final candidates will be required to undergo pre-employment checks.