



**Office of U.S. Senator Ted Cruz**  
300 East 8<sup>th</sup> Street, Suite 961  
Austin, Texas 78701  
(512) 916-5834

**Title:** *Constituent Services Staff Assistant* – Austin Office of U.S. Senator Ted Cruz

**Job Summary:** The office of Senator Ted Cruz (R-TX) is seeking to hire a Constituent Services Staff Assistant, based in Austin, Texas.

**Constituent Services Staff Assistant Responsibilities:**

- Assist Director of Constituent Services with casework duties as assigned
- Receive, sort, route incoming constituent services mail, faxes, casework emails as well as respective web emails
- Enter new casework into correspondence database
- Assist Austin office staff assistant with administrative duties as needed
- Assist in answering incoming phone calls
- Assist Texans with problems or access to services with federal agencies
- Provide prompt and accurate responses to incoming Constituent Services communications (written & oral)
- Initiate prompt inquiry w/respective federal agency when required
- Ensure prompt and accurate case documentation in correspondence database
- Assist Academy Nominations Coordinator in the execution of all facets of the nominations process

**Education:**

- Four year college degree, or equivalent professional experience

**Skills/Requirements:**

- Must possess strong professional communication skills (written & oral)
- Superior Customer Service skills
- Ability to exercise discretion and independent judgment in performing responsibilities w/minimal supervision
- 3 to 5 years of experience preferred
- Experience with database systems
- Knowledge of general office procedures
- Ability to conduct constituent meetings
- Ability to handle difficult situations with tact and diplomacy
- Detail oriented and possess critical thinking skills

**Please send resume, letter of interest, and references to:**  
[central\\_texas@cruz.senate.gov](mailto:central_texas@cruz.senate.gov)