Cannabis Control Commission
Job Description

Department: Administration
Reports to: Chief of Staff

Job Title: Constituent Services Director
FLSA Status: Exempt

I. PURPOSE OF THE JOB
To help constituencies and citizens engage in regular two-way communication with the Cannabis Control Commission; generally, serve as a conduit between the Commission and its various constituencies.

II. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES
- Address concerns and questions from constituents quickly, professionally and effectively;
- Track and respond to written correspondence from constituents, including postal mail, email, and comments submitted online;
- Track and respond to phone calls and voicemails;
- Work with the Commissioners, Executive Director, Director of Communications, and other Commission staff to ensure that educational materials and guidance is aligned with constituent needs;
- Develop online tools for constituents to provide input;
- Act as a liaison to state and local agencies for the Commission and constituents in order to resolve constituent issues in cooperation with the Director of Government Affairs;
- Refer constituents to other agencies and resources as appropriate.

III. OTHER DUTIES AND RESPONSIBILITIES
- Fostering the principles of the Commission's mission statement in all communications;
- Understand and be able to explain the Commission's licensing, investigation, and enforcement processes;
- Perform related duties as assigned.

IV. EDUCATION AND EXPERIENCE
- Bachelor's degree from an accredited college or university;
- A minimum of 3 years experience in constituent services with supervisory responsibility preferred;
- Ability to work effectively in a multi-disciplinary team;
- Ability to prepare and present clear, concise, comprehensive reports in both oral and written form;
- Ability to resolve conflicts in a professional manner;
- Knowledge of cannabis regulatory structure and various Massachusetts programs;
- Cultural awareness, including correspondence with and about communities disproportionately harmed by cannabis prohibition;
- Knowledge of current technology and application of web-based communications;
- Excellent written and verbal communication skills;
- Strong interpersonal and organizational skills;
- Strong computer skills (i.e., Word, Excel);
- Knowledge of municipal structures, functions and governments;
• Knowledge of prevalent cannabis related public health and public safety issues;
• Commitment to Commission's mission, standards, and goals.

IV. **SALARY RANGE** | $55,000 - $65,000