

***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**

**Benefits Package:**

The Commission is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process.

The Constituent Services Director is a management position; as such the successful candidate will be hired as an employee at will. This position is non-civil service. This position is an exempt position.

The overall benefits available include: paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance, and optional pre-tax Health Savings Account plans.

In addition, the Commission provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission and pre-tax commuter account plans, along with other programs.

The Commission employees also participate in the Commonwealth's State Retirement Plan, which can become a defined benefit plan for those that both vest and subsequently retire from State service. Follow this link for additional retirement information: <http://www.mass.gov/treasury/retirement/state-board-of-retire/>.

**Commitment to Diversity:**

The Commission is committed to building a diverse staff across its entire agency and at all levels. The Commission is an equal opportunity/affirmative action employer.

**Application Process and Deadline:**

The Commission encourages interested candidates that meet the minimum requirements for experience and skills to apply for this position. Interested candidates should submit a cover letter and resume by e-mail no later than Wednesday, March 21, 2018. The application package should be submitted to:

[CannabisCommission@state.ma.us](mailto:CannabisCommission@state.ma.us)

Please include the position title in the subject line: Cannabis Control Commission Constituent Services Director

Submissions are due by 5:00 pm (e-mail) on March 21st; late submissions may be considered solely at the discretion of the Commission.

**Notice of Required Background Check – Including Tax Compliance:**

The Commission requires a background check on all prospective employees as a condition of employment.

Candidates should be aware of this requirement but should also know that such background check is not initiated until:

1. A candidate is invited to a second or subsequent interview, and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes a Criminal Offender Record Information (CORI) check, Federal IRS and Department of Revenue state tax compliance on all prospective employees as a condition of their employment.

Candidates with advanced degrees and professional licenses may have these credentials verified. Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

Those candidates invited to interview will be contacted by the Commission. Unfortunately, due to the anticipated high volume of applicants for this vacancy, we are unable to provide status updates to specific individuals.

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