

***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**