



Congressional Staff Roles

Each member of Congress has staff to assist him/her during a term in office. To be most effective in communicating with Congress, it is helpful to know the titles and principal functions of key staff.

Commonly Used Titles:

- **Administrative Assistant or Chief of Staff:**
The Administrative Assistant or Chief of Staff reports directly to the Member of Congress. S/he usually has overall responsibility for evaluating the political outcome of various legislative proposals and constituent requests. S/he is usually the person in charge of overall office operations, including the assignment of work and the supervision of key staff.
- **Legislative Director, Senior Legislative Assistant, or Legislative Coordinator:**
The Legislative Director is usually the staff person who monitors the legislative schedule and makes recommendations regarding the pros and cons of particular issues. In some congressional offices there are several Legislative Assistants and responsibilities are assigned to staff with particular expertise in specific areas. For example, depending on the responsibilities and interests of the member, an office may include a different Legislative Assistant for health issues, environmental matters, taxes, etc.
- **Press Secretary or Communications Director:**
The Press Secretary's responsibility is to build and maintain open and effective lines of communication between the member, his/her constituency, and the general public. The Press Secretary is expected to know the benefits, demands, and special requirements of both print and electronic media, and how to most effectively promote the member's views or position on specific issues.
- **Appointment Secretary, Personal Secretary, or Scheduler:**
The Appointment Secretary is usually responsible for allocating a member's time among the many demands that arise from congressional responsibilities, staff requirements, and constituent requests. The Appointment Secretary may also be responsible for making necessary travel arrangements, arranging speaking dates, visits to the district, etc.

- **Caseworker:**
The Caseworker is the staff member usually assigned to help with constituent requests by preparing replies for the member's signature. The Caseworker's responsibilities may also include helping resolve problems constituents present in relation to federal agencies, e.g., Social Security and Medicare issues, veteran's benefits, passports, etc. There are often several Caseworkers in a congressional office.
- **Other Staff Titles:**
Other titles used in a congressional office may include: Executive Assistant, Legislative Correspondent, Executive Secretary, Office Manager, and Receptionist.

Remember: You are the constituent. Your member needs your vote to be re-elected.

Smile and relax. Members of Congress and their staff are usually nice people who generally care about their constituents.