

Linda L. Trush

Professional Experience

**Constituent Service Outreach Specialist–Philadelphia City Council,
Office of Councilman Brian O’Neill,
December 2010 – April 2017**

- Screen phone calls; handle problems and concerns that arise involving constituents; track the progress of complaints concerning other city departments and agencies; keep records of special projects such as Activity Fund Grants, Recycling events, Town Watch meetings, Civic meetings, and other neighborhood service events as requested or required by and for the Councilman.
- Schedule and attend meetings with constituents and the Councilman; prepare material for meetings and brief the Councilman on subject matter prior to arrival; keep notes, logs, and records of activities manually or on automated system such as Microsoft Office. Complete inventory of current office supplies and materials, requisition supplies and materials as needed, maintain records concerning office supplies and usage.
- Serve as a liaison between constituents and other City departments, agencies, office staff, and State or Municipal representatives.
- Read incoming correspondence; compose replies independently when warranted; document all correspondence received; route mail and Councilman’s instructions to appropriate parties; follow-up on correspondence and inform the Councilman and constituent’s of developments concerning their situation, concerns, or request..
- Compose written records and respond to requests for information and assistance; type a variety of correspondence, reports, and spreadsheets; respond to correspondence in person, by phone, or in writing as directed by the Councilman; retrieve information to respond to assist in corresponding to constituents from departmental and city-wide databases, and other available sources .
- Prepares records and reports from a variety of material involving knowledge of departmental practices and procedures and the use of State and Municipal forms, data, and terminology; keep records and reports to and from other employees; maintain confidentiality when handling special and sensitive reports and documents; complete forms and certifications in accord with the policies of the PA Prothonotaries office.
- Prepare material for and attend neighborhood meetings, civic gatherings, and other community events as directed by, and as a representative of the Councilman and City Council, Publicly speak to attendees, answer questions, provide direction, and respond to requests for information concerning City departments and services, prepare a written summary of the meetings and relay all pertinent information to the Councilman, proper City departments, and staff. Performs related work as requested.

**Constituent Service Outreach Specialist–
PA House of Representatives,
Office of the Honorable John M. Perzel, Speaker Emiratis
July 2007 – November 2010**

- Responsible to remediate problems and concerns involving PA State entities and constituents; track the progress of complaints concerning State Agencies as well as the City; organize, plan and attend special projects such as Senior Expos, Family Night, National Night Out, and Town Hall meetings, as well as other neighborhood service events as requested or required by and for the State Representative. Interact with suppliers and vendor's concerning contracts and materials for same events.
- Schedule and attend meetings with constituents in place of or with the State Representative. As office manager, kept complete inventory of current office supplies, materials and literature, requisition supplies and materials as needed, maintain records concerning office supplies and usage.
- Serve as a liaison between constituents and other State departments, agencies, office staff, and Federal or Municipal representatives.
- Assisted Constituents with problems and concerns involving State Welfare, Unemployment, State Taxes, Health Benefits, Veterans Affairs, PennDot and SEPTA.
- Attend neighborhood meetings, Civic gatherings, and other community events as a representative of the State Representative. Publicly speak to attendees, answer questions, and respond to requests for information, prepare a written summary of the meetings and relay all pertinent information to the State Representative.

**Philadelphia Police Department
Civilian Employee
September 1991 – June 2007**

Accomplishments

- Authorized Agent to sign off on SEPTA Senior Transit Forms
- Microsoft Office, Excel and Access training (PA State trained)
- Licensed through the State of PA and City of Philadelphia as a Notary Public
- Familiar with usage of BRT, OPA, L & I, ICRIS, Civil Dockets (both State and City), and other data resources.
- Proficient with office equipment and City Forms
- Appointed to attend Legislative meetings concerning budget and financing.

Education

Mastbaum A.V.T.S. - 1980 – 1983
Major: Business/Accounting
G.E.D. - 2018