

OpenAI

Leveraging ChatGPT for Local Constituent Services Director

ChatGPT Enterprise

Introduction

Use ChatGPT Enterprise to turn supplied notes into practical first drafts. These 30 prompts support U.S. local government work. Replace bracketed placeholders and paste the named source excerpts before starting.

For the Local Constituent Services Director: support resident request intake, department referrals, and reliable follow-through. Titles and responsibilities vary. Use your jurisdiction's current assignments and procedures.

Goals

This guide is meant to help:

- Prepare useful drafts for recurring work.
- Make open questions and handoffs visible.
- Keep claims traceable to supplied sources.

Guidelines & guardrails

Use ChatGPT in the ChatGPT Enterprise environment responsibly within your organization's approved guidelines. Before using it for work, keep in mind:

- Use only information permitted in your ChatGPT Enterprise workspace. Remove personal details that are not needed for the task.
- Verify facts, dates, figures, and office procedures. These prompts use pasted context; they do not check live records.
- Staff review every output. Keep official work separate from campaign activity; retain human authority over decisions and public release.

Effective prompting

You can use simple English language instructions (or “prompts” & “queries”) in ChatGPT, and the model responds based on those prompts. Better prompts - that are more thoughtful, clear, and articulate - will yield more useful responses. Keep in mind that every good prompt has:

- **Task** - What are you asking ChatGPT to do?
- **Context** - What additional information or documents should it be aware of?
- **Expectations:** - How do you expect the final output to be formatted?

Before you begin

Name the task and intended audience.

Paste the relevant source material.

Specify the format, length, and deadline.

State what staff must verify before use.

Using this pack

Choose a workflow, replace the brackets, and paste short source excerpts. Name your jurisdiction, audience, and deadline. Review the draft against those sources, then request a focused revision. Follow your organization’s information-handling and records procedures.

Sources and scope

National role context and product guidance. Your current assignments and procedures govern actual work.

BLS — Top Executives

USAGov — State and local governments

OpenAI — Use ChatGPT

Resident intake

Intake question guide

Best used with: Chat.

Prepare a intake question guide for the Local Constituent Services Director in [Jurisdiction], focused on resident intake. Use the pasted [De-identified resident request summaries and approved intake procedure] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Acknowledgment draft

Best used with: Chat.

Prepare a acknowledgment draft for the Local Constituent Services Director in [Jurisdiction], focused on resident intake. Use the pasted [De-identified resident request summaries and approved intake procedure] and [Local office instructions]. Write a draft of no more than 200 words for [Audience]. Use the supplied tone and approved facts. Leave dates, contacts, and unconfirmed details as placeholders. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Missing information request

Best used with: Chat.

Prepare a missing information request for the Local Constituent Services Director in [Jurisdiction], focused on resident intake. Use the pasted [De-identified resident request summaries and approved intake procedure] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Resident intake

Intake checklist

Best used with: Chat.

Prepare a intake checklist for the Local Constituent Services Director in [Jurisdiction], focused on resident intake. Use the pasted [De-identified resident request summaries and approved intake procedure] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Resident contact summary

Best used with: Chat.

Prepare a resident contact summary for the Local Constituent Services Director in [Jurisdiction], focused on resident intake. Use the pasted [De-identified resident request summaries and approved intake procedure] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Service referrals

Department referral draft

Best used with: Chat.

Prepare a department referral draft for the Local Constituent Services Director in [Jurisdiction], focused on service referrals. Use the pasted [Current department directory and approved referral procedure] and [Local office instructions]. Write a draft of no more than 200 words for [Audience]. Use the supplied tone and approved facts. Leave dates, contacts, and unconfirmed details as placeholders. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Referral routing questions

Best used with: Chat.

Prepare a referral routing questions for the Local Constituent Services Director in [Jurisdiction], focused on service referrals. Use the pasted [Current department directory and approved referral procedure] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Resident handoff explanation

Best used with: Chat.

Prepare a resident handoff explanation for the Local Constituent Services Director in [Jurisdiction], focused on service referrals. Use the pasted [Current department directory and approved referral procedure] and [Local office instructions]. Return a one-page working outline with purpose, ordered sections, preparation needed, and follow-up. Label suggested timing and assignments as proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Service referrals

Cross-department handoff

Best used with: Chat.

Prepare a cross-department handoff for the Local Constituent Services Director in [Jurisdiction], focused on service referrals. Use the pasted [Current department directory and approved referral procedure] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Referral contact checklist

Best used with: Chat.

Prepare a referral contact checklist for the Local Constituent Services Director in [Jurisdiction], focused on service referrals. Use the pasted [Current department directory and approved referral procedure] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Request follow-through

Status update draft

Best used with: Chat.

Prepare a status update draft for the Local Constituent Services Director in [Jurisdiction], focused on request follow-through. Use the pasted [De-identified request status notes and service standards] and [Local office instructions]. Write a draft of no more than 200 words for [Audience]. Use the supplied tone and approved facts. Leave dates, contacts, and unconfirmed details as placeholders. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Overdue follow-up questions

Best used with: Chat.

Prepare a overdue follow-up questions for the Local Constituent Services Director in [Jurisdiction], focused on request follow-through. Use the pasted [De-identified request status notes and service standards] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Open request review

Best used with: Chat.

Prepare a open request review for the Local Constituent Services Director in [Jurisdiction], focused on request follow-through. Use the pasted [De-identified request status notes and service standards] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Request follow-through

Closure confirmation draft

Best used with: Chat.

Prepare a closure confirmation draft for the Local Constituent Services Director in [Jurisdiction], focused on request follow-through. Use the pasted [De-identified request status notes and service standards] and [Local office instructions]. Write a draft of no more than 200 words for [Audience]. Use the supplied tone and approved facts. Leave dates, contacts, and unconfirmed details as placeholders. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Pending information tracker

Best used with: Chat.

Prepare a pending information tracker for the Local Constituent Services Director in [Jurisdiction], focused on request follow-through. Use the pasted [De-identified request status notes and service standards] and [Local office instructions]. Return a concise table with item, source, documented status, owner if supplied, and next check. Keep proposed assignments separate from confirmed ones. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Team operations

Daily team huddle

Best used with: Chat.

Prepare a daily team huddle for the Local Constituent Services Director in [Jurisdiction], focused on team operations. Use the pasted [Team procedures and de-identified workload summaries] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Coverage handoff checklist

Best used with: Chat.

Prepare a coverage handoff checklist for the Local Constituent Services Director in [Jurisdiction], focused on team operations. Use the pasted [Team procedures and de-identified workload summaries] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Service desk FAQ

Best used with: Chat.

Prepare a service desk faq for the Local Constituent Services Director in [Jurisdiction], focused on team operations. Use the pasted [Team procedures and de-identified workload summaries] and [Local office instructions]. Write up to six short entries in plain language for [Audience]. Preserve conditions and exceptions in the source; leave unanswered questions visible. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Team operations

Staff training checklist

Best used with: Chat.

Prepare a staff training checklist for the Local Constituent Services Director in [Jurisdiction], focused on team operations. Use the pasted [Team procedures and de-identified workload summaries] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Weekly service summary

Best used with: Chat.

Prepare a weekly service summary for the Local Constituent Services Director in [Jurisdiction], focused on team operations. Use the pasted [Team procedures and de-identified workload summaries] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Resident communication

Service process explainer

Best used with: Chat.

Prepare a service process explainer for the Local Constituent Services Director in [Jurisdiction], focused on resident communication. Use the pasted [Approved service descriptions and recurring questions] and [Local office instructions]. Write up to six short entries in plain language for [Audience]. Preserve conditions and exceptions in the source; leave unanswered questions visible. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Resident meeting agenda

Best used with: Chat.

Prepare a resident meeting agenda for the Local Constituent Services Director in [Jurisdiction], focused on resident communication. Use the pasted [Approved service descriptions and recurring questions] and [Local office instructions]. Return a one-page working outline with purpose, ordered sections, preparation needed, and follow-up. Label suggested timing and assignments as proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Phone response guide

Best used with: Chat.

Prepare a phone response guide for the Local Constituent Services Director in [Jurisdiction], focused on resident communication. Use the pasted [Approved service descriptions and recurring questions] and [Local office instructions]. Return a one-page working outline with purpose, ordered sections, preparation needed, and follow-up. Label suggested timing and assignments as proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Resident communication

Newsletter service item

Best used with: Chat.

Prepare a newsletter service item for the Local Constituent Services Director in [Jurisdiction], focused on resident communication. Use the pasted [Approved service descriptions and recurring questions] and [Local office instructions]. Write a draft of no more than 200 words for [Audience]. Use the supplied tone and approved facts. Leave dates, contacts, and unconfirmed details as placeholders. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Plain-language response review

Best used with: Chat.

Prepare a plain-language response review for the Local Constituent Services Director in [Jurisdiction], focused on resident communication. Use the pasted [Approved service descriptions and recurring questions] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Service improvement

Recurring issue memo

Best used with: Chat.

Prepare a recurring issue memo for the Local Constituent Services Director in [Jurisdiction], focused on service improvement. Use the pasted [De-identified feedback themes and verified aggregate service measures] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Response quality checklist

Best used with: Chat.

Prepare a response quality checklist for the Local Constituent Services Director in [Jurisdiction], focused on service improvement. Use the pasted [De-identified feedback themes and verified aggregate service measures] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Process bottleneck questions

Best used with: Chat.

Prepare a process bottleneck questions for the Local Constituent Services Director in [Jurisdiction], focused on service improvement. Use the pasted [De-identified feedback themes and verified aggregate service measures] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Service improvement

Department improvement agenda

Best used with: Chat.

Prepare a department improvement agenda for the Local Constituent Services Director in [Jurisdiction], focused on service improvement. Use the pasted [De-identified feedback themes and verified aggregate service measures] and [Local office instructions]. Return a one-page working outline with purpose, ordered sections, preparation needed, and follow-up. Label suggested timing and assignments as proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Monthly feedback recap

Best used with: Chat.

Prepare a monthly feedback recap for the Local Constituent Services Director in [Jurisdiction], focused on service improvement. Use the pasted [De-identified feedback themes and verified aggregate service measures] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.