



# The Veterans Consortium

PRO BONO PROGRAM®

## **Client Services Specialist FULL TIME POSITION POSTING DATE: September 10, 2019**

### **Position Summary**

The Veterans Consortium seeks to hire a Client Services Specialist to advance the cause of justice for veterans and their families, caregivers, and survivors. Duties include operations support for outreach, client intake, screening, case management, general administration, and back-up resource support for all Components of The Veterans Consortium. Our ideal candidate has a passion to serve veterans, can operate with considerable autonomy, wants to help our organization grow and thrive, and is results-oriented. Join our team! We offer competitive compensation and benefits, commensurate with the scope of the position and a candidate's expertise and experience. The Veterans Consortium is located at 2101 L Street, NW, Suite 840, Washington, DC, 20037.

The Veterans Consortium is the leading national, charitable legal services organization that has provided pro bono legal representation and complementary professional services to veterans and their loved ones or survivors since 1992. In the past two decades, The Veterans Consortium's volunteers and staff have helped more than 12,000 individuals, won nearly 4,000 cases for deserving clients, and trained more than 3,500 pro bono attorneys and associated professionals for our volunteer corps. We are an independent 501(c)(3) nonprofit organization.

### **Essential Job Functions:**

- Responds to incoming VA and Court inquiries via phone and electronic communication.
- Logs incoming mail and enters into case management system properly.
- Assists with collecting appellant information from the Court to prepare information packets to send to pro se appellants.
- Helps maintain and update the database to ensure accurate information.
- Assists with screening of incoming calls and routes to appropriate individual.
- Creates, handles, updates and maintains appellants' paper and electronic case files, as directed.
- Assists Client Services Manager with Helpline Coordination and Appointment Scheduling.
- Supports the Program by running key reports to ensure accuracy on a day to day basis.
- Works on client-related projects and tasks for other departments as needed.
- Other duties as assigned.

## **Job Specifications**

### Education and Qualifications

- Bachelor's degree in administration or business or 2 years or more equivalent experience.
- Experience and knowledge with VA Benefits and/or the VA Claims process preferred.
- Veteran Preferred. Military personnel experience also an advantage.

### Knowledge, Skills, and Abilities

- Exceptional customer service skills.
- Ability to think critically and offer proactive recommendations, information and solutions.
- Excellent written and verbal interpersonal skills that ensure effective communication with a diverse range of internal and external customers.
- Proficient in Microsoft Word, Excel, PowerPoint, and Outlook; willing and able to be trained in organizations case management system.
- Demonstrated skills and track record for high performance and sustained productivity to achieve desired results.
- Exceedingly well organized, professional and flexible.
- Takes initiative.
- Approaches situations with sense of humor and creativity.

Candidates please send your cover letter and resume to [TheVeteransConsortium@vetsprobono.org](mailto:TheVeteransConsortium@vetsprobono.org) .