



The Veterans Consortium

PRO BONO PROGRAM®

Office Administrator FULL TIME POSITION POSTING DATE: February 13, 2020

Position Summary

The Veterans Consortium seeks to hire an Office Administrator to advance the cause of justice for veterans and their families, caregivers, and survivors. Duties include program operations support for veterans and their families, caregivers, or survivors; stakeholder outreach & education, client intake, case screening and management, and general program 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:

- Works with Director, Client Services and other staff to track inventories of supplies; place and track orders to sustain and stock supplies for basic office equipment and office operations; inventories, inspects, and confirms items received and signs for deliveries.
- Works with Director, Client Services as well as Director, Business Operations to maintain Accounts Payable (A/P) files and proof of payment; reconcile all Consortium credit card accounts monthly and maintain receipts/backup files for transactions.
- Works to review accounting information and bills uploaded to accounting system; verify purchases and ensures checks are routed appropriately to correct recipients in a timely fashion.
- Receives, sorts, and distributes mail to appropriate individual. Assists with packages including certified and express mailings.
- Ensures proper set up and facilitation of staff and Executive Board meetings, to include food ordering, assisting with any presentation preparations, and coordination of set up/take down.
- Updates Office handbook with relevant and appropriate information, working with HR when appropriate.

- Ensures vendors/contractors conduct preventive maintenance or repair office equipment (copier, desktops, laptops, printers, kitchen equipment, etc.).
- Supports program team meeting management, including visitor control and conference room preparation.
- Works with Director, Client Services and helpline attorneys to oversee and schedule helpline appointments for pro se appellants needing assistance.
- Tracks supplies relating to mailing such as stamps (through online stamps account) as well as letterhead needs, making sure quantities are sufficient and kept in stock.
- Conducts liaison with building management staff, facility services staff, security/guard force, and landlord point of contact.
- Coordinate basic IT support needs with our Technology Vendor.
- Refers callers who need help with non-VA related matters/issues to StatesideLegal.org, and works with Client Services to address VA-related (Non-CAVC) calls to appropriate resources (VSOs, clinics, etc). Accurately records interactions into the Pro Bono CMS.
- Other duties as assigned.

Job Specifications

Education and Qualifications

- College degree preferred.
- Experience with office processes, practices and management either in a civilian or military organization.
- Knowledge of the military community and how it functions preferred.

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; ability to use and be trained to use office database programs.
- Demonstrated skills and track record for high performance and sustained productivity to achieve desired results.
- Exceedingly well organized, professional and flexible.
- Innovative.
- Approaches situations with sense of humor and creativity.

Salary Range

- \$45,000 to \$50,000, commensurate to experience.

Benefits

- Health, Dental, Vision Insurance
- Free access to on-site fitness center
- Short-term and long-term disability

- 10 paid holidays
- Retirement Savings Plan 403(b), including organization contribution
- Life Insurance
- Pre-tax commuter benefits
- Great location, blocks away from all metro lines (Farragut West, Foggy Bottom, Dupont Circle)

Candidates please send your cover letter and resume to TheVeteransConsortium@vetsprobono.org .