



**Client Intake Specialist**  
**FULL TIME POSITION**  
**POSTING DATE: November 15, 2021**

**Position Summary**

The Veterans Consortium (TVC) seeks to hire a Discharge Upgrade (DU) Program Client Intake Specialist to advance the cause of justice for veterans. Duties include assisting with client intake, supporting DU program operations, DU office management and general support for DU activities 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. 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.

TVC is a leading independent, nonprofit organization that has provided pro bono legal representation in federal venues and complementary professional services to veterans and their loved ones or survivors since 1992. For over two decades, TVC's pro bono attorneys and staff have helped more than 65,500 individuals, won nearly 6,000 cases for deserving clients, and trained more than 5,800 pro bono attorneys and associated professionals for our National Volunteer Corps.

**Essential Job Functions:**

DU Program Client Intake Specialist Duties:

- Responds to and handles incoming discharge upgrade inquiries via phone and electronic communication.
- Conducts discharge upgrade intakes for potential case representation.
- Creates electronic client case files in TVC case management system.
- Complete and submit records request applications to National Personnel Records Center.
- Follows up with clients for any necessary paperwork.
- Assists with incoming mail processing of DU documents and records.
- Maintain and organize various records and other documents in case management system.
- Supports Program Director in placing cases with volunteer attorneys. Provides administrative support as needed, including correspondence preparation, mailing, meeting management, report and presentation creation and database entries and updates.
- Supports Program Director with volunteer management and administration.
- Provides administrative support to various local, regional and national legal clinics and training events.
- Maintains and updates the case management system to ensure accurate information.

- Facilitates case close-outs and survey responses at case closings by sending out and compiling survey responses for review.
- Serve as back up to the DU Program Coordinator.
- Performs other duties as assigned.

## **Job Specifications**

### Education and Qualifications

- 4-year college degree preferred, or equivalent experience.
- Experience with office processes, practices, and management either in civilian or military organizations.
- Knowledge of the military and/or veteran communities 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, Outlook and able to use or be trained in the use of office database program management systems.
- Demonstrated skills and track record for high performance and sustained productivity to achieve desired results.
- Exceedingly well organized, professional, and flexible.
- Self-starter who takes initiative and approaches situations with creativity.

### Requirements of Job

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to remain in a stationary position for extended periods of time, and frequently communicate. The employee must be able to exchange information with others. This position requires occasional movement inside the office to access file cabinets, office machinery, etc. This position frequently operates a computer and other office machinery such as a copy machine, and computer printer. This position requires the incumbent to be able to occasionally reach for, lift and move office equipment, documentation, and supplies. Specific vision abilities required by this job include close vision.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee will normally work in a temperature-controlled office environment, with frequent exposure to electronic office equipment. The employee can expect to work remotely at times, utilizing a Consortium provided laptop. During visits to areas of operations, the employee may be exposed to extreme cold or hot weather conditions. The employee must be able to travel up to 10% of time using public and/or personal transportation. The employee will be required to be physically present in the office at least 2 days during the work week, with the option to telework on the remaining days at the supervisor's discretion.

### Employment At-Will Disclaimer

The statements herein are intended to describe the general nature and level of work being performed by the employee and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Employment in this position is at-will and subject to termination by the employer or the employee at any time and for any reason, with or without notice. The statements in this job description do not establish a contract for employment and are subject to change at the discretion of the employer.

### Salary

- \$45,000. This position is non-exempt.

### Benefits

- Health & Dental Insurance
- Free Vision Insurance
- Free on-site fitness center
- Short-term and long-term disability
- 12 paid holidays
- Retirement Savings Plan 403(b), including organization contributions
- Life Insurance
- Pre-tax commuter benefits
- Great location, blocks away from all metro lines (Farragut West, Foggy Bottom, Dupont Circle)

**Interested candidates, please send your cover letter and resume to [courtney.smith@vetsprobono.org](mailto:courtney.smith@vetsprobono.org).**

### **The Veterans Consortium is an Equal Opportunity Employer**

It is the policy of The Veterans Consortium that no employee or applicant for employment or services will be discriminated against because of race, color, religion, national origin, age, sex, disability, sexual orientation, political affiliation, family responsibilities or family status, veteran's status, or any other basis prohibited by law, including the DC Human Rights Act and Language Access Act.