



# The Veterans Consortium

PRO BONO PROGRAM®

## **Client Services Specialist FULL-TIME POSITION POSTING DATE: March 15, 2022**

The Veterans Consortium (TVC) seeks to hire a Client Services Specialist to advance the cause of justice for veterans and their families, caregivers, and survivors. Duties include providing program 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.

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:**

- Responds to incoming inquiries regarding VA claims and Court process via phone, mail 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.
- Prepares and mails appellant surveys for completed cases, as well as collects and inputs data of returned surveys into our Case Management System.
- 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 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.

### **Physical Requirements**

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 shredder, fax, 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. For remote work options, individuals must have a reliable and secure home internet connection and cell phone and may require the individual to download an application to their phone.

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 3 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 Range

- Between \$45,000 - \$50,000, commensurate with experience. This position is non-exempt.

### Benefits

- Health, Dental, Vision Insurance
- Free access to on-site fitness center
- Short-term and long-term disability
- 12 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)

**Interested candidates please send your cover letter and resume to:**

[Giovanna.Copat@vetsprobono.org](mailto:Giovanna.Copat@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.