



WE ARE HIRING

2 positions

Position Title: Office Manager (fulltime with OPERS benefits)

Hours/Environment: In Person, Mon–Fri, 8:30-4:30, a little flexibility, some weekend and evening events – Veterans given priority per ORC.

Key Responsibilities:

Client Interaction

- Answer phones and greet clients warmly at the door.
- Schedule appointments, ensuring clients feel heard, valued, and respected.
- Use basic knowledge of VA programs to ask insightful questions to understand clients' needs. Training on VA benefits will be provided.
- Help clients prepare for appointments by explaining required documentation and scheduling appropriate appointment times.

Administrative Support

- Manage correspondence and communications for the Executive Director.
- Report and address customer service issues, scheduling challenges, and outreach needs.

Leadership and Coordination

- Serve as a leader in the absence of the Executive Director.
- Step in as Transportation Manager when needed, scheduling transportation for veterans in accordance with office policies.

Position Overview:

As the Office Manager, you will be the first point of contact for clients, providing exceptional customer service and administrative support to ensure our veterans receive the assistance they deserve. You'll play a key role in scheduling appointments, managing correspondence, and maintaining open communication with the Executive Director and staff.

APPLY FOR EITHER POSITION BY DECEMBER 31st AT 11 AM

Send cover letter, detailed resume, a copy of all DD214s, and name/contact information for three professional references to Nichole Coleman, nrcoleman@co.hancock.oh.us. No calls with questions about positions. All questions will be answered in phone interviews.

Caregiver Coordinator

Position Title:

Caregiver Coordinator

Hours: Approximately 10 hours per week

Work Environment: Remote with required monthly in-person staff meetings

Qualifications:

- Strong ability to work independently with little supervision.
- Excellent communication, organizational, and time-management skills.
- Passion for supporting military and veteran caregivers and their families.
- Experience in program coordination or community engagement is preferred.
- Familiarity with military or veteran services is a plus (training provided).

The Caregiver Coordinator is responsible for implementing and managing the **Hidden Heroes** and **Hidden Helpers** programs in Hancock County, a part of the Elizabeth Dole Foundation.

This position works independently to support military and veteran caregivers and their families by building program awareness, connecting caregivers to resources, and fostering community partnerships.