

★ WE ARE HIRING! ★

FULL-TIME CUSTOMER SERVICE REPRESENTATIVE

POSITION OVERVIEW:

As a Customer Service Representative, you serve as the first point of contact for clients and play a vital role in providing exceptional customer service and administrative support. This position ensures veterans are welcomed, informed, and efficiently connected to the services they need. The Customer Service

Representative is responsible for scheduling appointments, managing correspondence, and maintaining open communication with the Executive Director and staff. When absent from the front desk, the Customer Service Representative is responsible for ensuring phone and reception coverage is maintained.

KEY RESPONSIBILITIES:

Client Interaction

- Answer incoming calls and greet clients professionally and courteously upon arrival.
- Schedule appointments while ensuring clients feel heard, valued, and respected.
- Explain how clients should prepare for appointments, including required documentation and timelines.
- Utilize a basic working knowledge of VA programs to ask relevant questions and better understand client needs. (*Training on VA benefits will be provided*).
- Ensure appointments are scheduled appropriately based on client needs and service requirements.

Administrative Support

- Manage correspondence and communications for the Executive Director as assigned.
- Order and maintain office supplies, ensuring adequate inventory to support daily operations.
- Identify and report customer service concerns or scheduling challenges to appropriate staff.
- Collaborate with team members to support outreach efforts and operational needs.

Coordination & Support

- Assist with coordination of office operations and daily workflow as needed.
- Assist with planning, attending, and supporting office outreach events to ensure veterans receive accurate information and services.
- Step in as Transportation Manager when needed, scheduling transportation for veterans in accordance with office policies and procedures.

Job Requirements Include:

- *Honorable discharge*
- *Be available outside of office hours*
- *Valid driver's license*
- *Service Oriented*
- *Organized and a multi-tasker*
- *Computer literate and proficient with MS Office*
- *Growth minded*
- *Team Player*



"Serving Those Who Served"



hancockveterans.com

APPLY BY FEBRUARY 2nd at 11:00 am.
Send cover letter, detailed resume, a copy of all DD214s, and name/contact information for three professional references to:
Nicole Jenkins, ncjenkins@co.hancock.oh.us.
No calls with questions about positions. All questions will be answered in phone interviews.