

Veterans Service Representative U.S. Senator Tammy Baldwin

U.S. Senator Tammy Baldwin is seeking a Veterans Service Representative to work directly with active military and veteran constituents to resolve problems they encounter with federal agencies and programs. This position will also serve as the Senator's in-state representative to the Wisconsin veterans and military communities, and will brief the Senator and legislative staff on VA/military issues of concern in Wisconsin and systemic problems that may require her involvement.

Qualified candidates will possess strong oral and written communication skills and thorough knowledge of VA/Military programs at the state and federal level. Desired qualities include excellent customer service skills, capability to lead with minimal direction, and ability to work well with others.

Interested applicants should send a resume, cover letter, references and salary requirements to BaldwinConstituentRep@gmail.com by Monday, February 4, 2019.

Veterans, women and minorities are encouraged to apply.

The Office is an equal opportunity employer in accordance with the requirements of Senate Rules, regulations and applicable federal laws. The Office does not discriminate on the basis of an individual's race, color, religion, sex, national origin, age, disability, genetic information, uniformed service, sexual orientation, gender identity or any other factors prohibited by applicable federal law.

Office of U.S. Senator Tammy Baldwin
Veterans Service Representative
January 2019

Job Summary: Veterans Service Representative works directly with active military and veteran constituents to resolve problems they encounter with federal agencies and programs, while serving as the Senator's in-state representative to the Wisconsin Veterans and Military communities. This position is also responsible for briefing the Senator and legislative staff on VA/military issues of concern or systemic problems that may require her involvement.

Job Duties and Responsibilities:

- Serve as a liaison between veteran and active military constituents and federal agencies;
- Competently address constituent concerns and problems through e-mail, fax, mail, phone, and in person;
- Establish and maintain positive working rapport with constituents of diverse background, experience and perspective;
- Establish and maintain professional relationship with Veterans Affairs agency and program staff on behalf of constituents;
- Learn the laws, regulations and intricacies affecting a constituent's case;
- Communicate clearly with constituents about what can and cannot be done on their behalf by the Senator's office;
- Provide knowledgeable and helpful referral to constituents who have problems of a non-federal nature;
- Maintain detailed files on each case in the Intranet Quorum (IQ) casework management database;
- Ensure timely resolution of cases and regularly update constituents;
- Learn and adhere to the procedures, policies and structure of Senator Baldwin's office regarding case work;
- Provide Senator, Chief of Staff, State Director and Constituent Services Director with casework reports on a weekly basis;
- Bring questions and matters of concern to the immediate attention of Constituent Services Director for review and assisted response;
- Work cooperatively with other Casework staff;
- Provide leadership and direction to Staff Assistants and interns in their work addressing constituent's concerns;
- Track legislative issues related to veterans and active military personnel and translate them into practical terms for impacted constituents;

- Represent the Senator at meetings with veteran and military community organizations;
- Gather information on items of interest from military and veteran constituents and organizations and report back to the Senator and management team on issues of concern;
- Provide updates on the Senator's legislative agenda to the Wisconsin Veteran and Military community;
- Understand and adhere to employee obligations, as outlined in the Office Handbook and the Senate Ethics Manual;
- Performs other duties as assigned.

Skills and Knowledge Required:

- Bachelor's Degree and/or extensive related experience/training in public policy or customer service;
- Thorough knowledge of VA/Military programs at the state and federal level.
- Knowledge of Wisconsin veterans communities and key organizations;
- Strong oral and written communication skills;
- Knowledge of local, state and federal government program operations;
- Familiarity with the legislative process and of Senate organization and procedures;
- Ability to be tactful, pleasant, professional, confidential;
- Ability to exercise discretion and independent judgment in the fulfillment of casework responsibilities.
- Adept at computer databases systems and office computer applications;
- Strong time management skills and attention to detail.

Salary: Commensurate with experience.