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Supervisory Legal Administrative Specialist

Job Location

United States
Remote work from: USA

Base Salary

USD 40 - USD 50

Employment Type

Full-time, Part-time

Description

The incumbent has full responsibility for the operation of the NCC in the states of jurisdiction. Specific duties are as follows:

- The NCCM is responsible for advising and providing information on benefits and rights, explaining pertinent legal provisions, regulations, and related administrative practices and their application to specific cases, and assisting individuals in how best to provide required documents and evidence.
 - Serves as the principal advisor on call center issues to the Regional Office Assistant Director/Director.
 - Responsible for oversight and management of the NCC and is the primary interface for veterans with VA; management of the call center participant correspondence function; and coordination of the Interactive Voice Response System (IVR).
 - Directs all call center customer service within the multi-state jurisdiction.
 - Facilitates discussions with veterans' service organizations, congressional liaisons, and others at state, regional, and national meetings and conferences.
- Ensures equal opportunities for all NCC employees and supports EEO goals and is responsible for budgetary controls and expenditures for the National Call Center.

Work Schedule: Standard 5-day, 8 hours, full time (40 hours a week) 8:00 am to 4:30 pm; Hours may vary to effectively carry out the mission.

Telework: N/A This is a remote Position

Virtual: This is not a virtual position.

Position Description/PD#: Supervisory LAS/030330

Relocation/Recruitment Incentives: Not Authorized

Financial Disclosure Report: Not required

Hiring organization

USAJOBS

Date posted

October 15, 2024

Valid through

31.05.2025

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