A Message from our Founders

On behalf of Welcome Home Resumes, our Veteran Clients, Board of Directors, and fellow volunteers, we want to thank you for your interest in joining our team as a Client Outreach Associate.

We founded this organization in order to assist veterans in overcoming some of the challenges they face while seeking civilian employment. Many have difficulty translating their military experience into terminology suitable for a civilian resume; others struggle with interview skills and career guidance; and, most have challenges finding jobs with corporations that recognize and appreciate their transferable military skills.

As a result, WHR was founded in order to help address these issues. Using our unique, state-of-the-art solution, The Interactive Employment Program, veterans are given the tools needed to confidently apply and interview for jobs.

We have a wonderful and talented group of volunteers that allow us to continue to serve our Veterans and are excited and hopeful that you may also become a valuable part of our team.

Joseph Corsino and Janna Nachamkin
Founders of Welcome Home Resumes

“We are focused on the reintegration of our nations veterans back into the civilian workforce... into positions which will allow them to be successful in maintaining a lifestyle which will allow them to take care of their family and not have to struggle.”
- Joseph Corsino
Your Role in Client Outreach

Client Outreach Associates play an important role in our organization. Once a veteran has completed the 30-day Interactive Employment Program (IEP), client outreach steps in to ensure that the program ran smoothly, verify that the veteran has the support they need, and guide them through post-completion requirements. Our goal is to ensure that our clients continue to receive the support they need until they have secured employment.

As a client outreach associate, you are responsible for understanding the post-completion requirements of the IEP, the protocol for handling clients who have failed to complete the program, and quality of data/feedback we are trying to obtain from previous clients.

Most client outreach associates spend, on average, approximately 2-3 hours per week, communicating with various clients.

Our veterans deserve the best, and we aim to provide nothing less, so we hold our volunteers to extremely high standards.
Job Description

Title: Associate, Client Outreach
Reports to: Volunteer Manager

Summary
Provides follow-up services to clients who have participated in the Interactive Employment Program

Your Assets

Experience
Background in human resources, customer service, client outreach, or other relevant experience

Communication
Able to connect with clients, communicate information regarding post-program procedures or requirements, and assist with obtaining feedback on the program

Proficiency
An excellent written and spoken use of the English language; able to use web-based apps, and edit Word documents

Ability to Execute
Sound Judgement
Capable of handling client concerns, problem solving, and escalating a case to management, if necessary

Key Duties and Responsibilities
• Ensures execution of the IEP as outlined in the manual provided
• Reaches out to clients to receive program feedback, obtain success rates as well as thank and/or congratulate client on progress made
• Delivers and/or confirms receipt of relevant materials from WHR
• Maintains contact with client, on a monthly basis, until they have secured employment
• Motivates and supports clients in their post-completion efforts
• Thoroughly documents all activities using the company's web-based CRM system
• Maintains clear channel of communication with all parties involved, and actively reports challenges to upper management
• Participates in required introductory training seminars and monthly virtual staff meetings

Minimum Qualifications
• Experience in human resources, customer service, client outreach, or a related field
• Technologically proficient, with experience in Microsoft Word, email and web-based data entry systems
• Must be proficient in the use of the English language

Key Competencies
• Able to set and achieve goals, without direct supervision
• Able to effectively communicate WHR procedures and value to clients
• Capable of handling client concerns/issues and resolving conflict
• Confident exercising judgment when determining if a case needs to be escalated
• Maintains high standards of consistency and professionalism

Other Requirements
• Must be willing to volunteer a minimum of eight (8) hours per month
• Ability to attend virtual training seminars or meetings held on evenings and/or weekends, if required. Contact with potential candidates may need to be scheduled outside of traditional business hours.
• Must have a quiet work environment, and uninterrupted computer, internet and telephone access

This is a general outline of the nature of work, knowledge, skills, abilities, duties and responsibilities associated with this position. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities.
If you would like to join in our efforts to reduce the unemployment rate amongst veterans, please visit us online at www.welcomehomeresumes.org to learn more about who we are and what we do and contact our Recruitment team at volunteers@welcomehomeresumes.org so that we can get you started on the application process. We look forward to having you join our team!

There are many reasons why we do, and love, what we do, but we cannot do it alone.

Being on Our Team is Easy!

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<tr>
<th>Virtual Opportunity</th>
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<td>Our volunteers operate 100% from home. We collaborate with volunteers across the nation to make this organization run smoothly and efficiently.</td>
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<th>Web-based Systems</th>
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<td>Our systems work in tangent to bring everybody together. Volunteers, board members, corporate partners, and clients all have various access points to help keep data flowing.</td>
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<th>Guides &amp; Tools</th>
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<td>We know that there is a learning curve to all new jobs so will provide a manual, training videos, and series of templates to help you along the way.</td>
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<th>Dedicated Manager</th>
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<td>Your Career Coach Manager is dedicated to overseeing what you do. They will be able to assist in getting you and your Client back on track if ever things get complicated.</td>
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<th>Personalized Training</th>
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<td>We use personalized training to get you started. Our staff will personally walk you through each of the systems to ensure that you have the know-how to get the job done.</td>
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<th>Support Network</th>
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<td>Working in a virtual office does not have to feel like you are alone. We are available via email, Slack or through our CRM ticketing system to ensure you always have the support you need.</td>
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