

Veterans' Outreach Specialist 2

Job Brief:

This is the highest working level class in the Veterans' Outreach Specialist sub-series. An employee in this class conducts personal interviews with veterans visiting a local Employment Security office to determine veterans' job readiness, work qualifications, and suitability for particular training programs or jobs. A Veterans' Outreach Specialist 2 also conducts veterans' outreach services to locate and assist veterans with Significant Barriers to Employment. This class is flexibly staffed with Veterans' Outreach Specialist 1 and differs in that incumbents of the latter perform duties at the entry level under immediate supervision.

Job Duties:

Developing Objectives and Strategies:

Develops appropriate strategies for contacting employers and placing veterans.

Judging the Qualities of Things, Services, or People:

Assesses veterans' job readiness status to include barriers to employment.

Scheduling Work and Activities:

Coordinates employers outreach and public relation activities in the absence of a Veterans Employment Representative.

Coordinates public relations activities to encourage employers and veterans to use the services provided by the local Career Center in the absence of a Veterans Employment Representative.

Establishes a network with community-based organizations and veterans organizations; contacts employers to inform them of services available and to identify their employment needs.

Follows up with employers to obtain feedback about employment services provided and gathers information about the services that can be provided to veterans through community-based organizations and veterans organizations in the absence of a Veterans Employment Representative.

Meets with community-based organizations and veterans organizations to solicit their support and exchange information about respective services provided.

Communicating with Persons Outside Organization:

Effectively advocates for hiring veterans to employers through multiple communication avenues.

Conducts outreach within the community to locate veterans with disabilities.

Making Decisions and Solving Problems:

Identifies and determines appropriate services and benefits for veterans.

Resolving Conflicts and Negotiating with Others:

Resolves complaints and elevates as necessary.

Monitoring Processes, Materials, or Surroundings:

Identifies database deficiencies by reviewing appropriate reports.

Getting Information:

Interviews veterans to assess their employability and refer to potential jobs or appropriate counseling services.

Researches and gathers information from the working database to obtain relevant information on individuals through observation and practical application.

Talks with veterans, employers, or other individuals to identify employment barriers.

Follows up with employers, veterans and supportive service agents to determine effectiveness of service provided to veterans.

Gathers information on veterans by interviewing and review current database.

Gathers information about local job and business needs by developing relationships with employers in the absence of a Veteran Employment Representative.

Performs automated file searches to match qualified veterans to job openings.

Establishing and Maintaining Interpersonal Relationships:

Provides excellent customer service to internal and external customers.

Updating and Using Relevant Knowledge:

Applies and identifies emerging technologies through the use of available resources and labor market information.

Processing Information:

Enters essential veteran information into database.

Generates, updates, corrects and submits reports as required.

Organizing, Planning, and Prioritizing Work:

Effectively manages time, organizes, plans and prioritizes work.

Analyzing Data or Information:

Enters data using keyboard to update applicant database.

Communicating with Supervisors, Peers, or Subordinates:

Effectively communicates with supervisor, peers and other staff to ensure compliance with service to veterans in the absence of a Veterans Employment Representative.

Thinking Creatively:

Uses broad spectrum of available local services.

Training and Teaching Others:

Trains office staff to interpret documentation, (DD 214) for eligibility of service in the absence of a Veterans Employment Representative.

Conducts workshops such as resume building, interviewing and networking skills in the absence of a Veterans' Employment Representative.

Identifying Objects, Actions, and Events:

Identifies and posts employment opportunities such as career fairs, chamber of commerce and human resource events etc., in the absence of a Veterans' Employment Representative.

Evaluating Information to Determine Compliance with Standards:

Monitors and evaluates office procedures and interviewing activities to assure veterans are receiving priority of service.

Interpreting the Meaning of Information for Others:

Interprets veterans' documentation, (DD-214) for eligibility of service.

Requirements and Skills:

Graduation from an accredited college or university with a bachelor's degree and experience equivalent to one year of full-time professional experience that primarily involved providing or coordinating veteran staffing or outreach services.

Substitution of Experience for Education: Any qualifying professional experience, or military experience as a commissioned officer or as a noncommissioned officer with the rank of E-5 or higher, may substitute for the required education on a year for year basis to a maximum of four years.

OR

One year of full-time experience as a Veterans' Employment Rep or Veterans' Outreach Specialist as defined by the VETS Program.



Necessary Special Qualifications: Applicants for this class must:

Possession of a valid vehicle operator's license may be required for some positions. In compliance with United States Code Annotated, Title 38, Chapter 41, Section 4103A, the State of Tennessee must fill positions in this class with eligible veterans and must give preference to eligible veterans with disabilities.

Examination Method: Education and Experience, 100%, for Preferred Service positions.

State of Tennessee Careers Portal Page:

If you want to search job openings for the entire State of Tennessee, [click here to visit the State of Tennessee Careers Portal](#).

To see all of the current job listings for our department (Labor & Workforce Development) on the Careers Portal page:

- In the Keyword box, type "Labor & Workforce Development"
- Leave the Location box blank
- Click "Find Jobs"