



5840 Allin Road, Suite B
PO Box 271
Prince George, VA 23875
Phone: (804) 733-0933
Fax: (804) 733-0935
Visit us on the web: www.jlmiva.com

JOB TITLE:	Verifying Official (VO)	JOB LOCATION:	FT Bragg, NC
Experience, Knowledge, Skills and Abilities Required:			
<ul style="list-style-type: none">• Applicant must be able to complete the RAPIDS Verifying Officials (VO) Desktop Certification, and RAPIDS Verifying Officials (VO) Deployable Certification.• Proficiency in Microsoft Office programs to include Word and Excel.• Applicants must be able to communicate effectively in English, both verbally and in writing.• Applicant selected must be able to obtain a Tier I (NACI).• U.S. citizenship is required.			
POSITION RESPONSIBILITIES:			
<ul style="list-style-type: none">• Works the RAPIDS Workstations, Customer Service Windows, Telephone Appointment Lines, and Telephone Customer Service Lines• Takes incoming calls, answer questions, and direct callers to the proper agencies at the SSC as needed.• Screens customers at customer service windows during check-in and enter required information and requested action for eligible recipients into a Government database/kiosk.• Ensures customers have all necessary information before entering customers into the database/kiosk.• Monitors and retrieves customers out of the kiosk customer log, and when service is complete on that customer, the VO shall sign the customer out of the kiosk and immediately pull the next available customer.• Issues CACs and USID Cards• Inputs/Updates DEERS			
SALARY/BENEFITS:			
Salary is based on experience and qualifications. We offer a competitive compensation and benefits package that includes health, dental, life insurance, direct deposit and more.			
JLMI is an equal employment opportunity employer EOE/M/F/D/V			
CONTACT INFORMATION:			
Please Submit Resumes to Recruiting@JLMIVA.COM ; If you wish to learn more about JLMI, visit our website at (www.jlmiva.com).			