

Job Description

Military OneSource Outreach Assistant

(Independent Contractor Position)

Job Summary: The role of the Military OneSource (MOS) Outreach Assistant (OA) is to staff events at which they will educate Service Members and their families on the services available through Military OneSource. This is accomplished through briefing groups and interacting with event attendees at information table displays. OAs are assigned to events by the MOS Event Coordinators, generally on a regional basis.

Duties and Responsibilities

- Respond to Event Coordinator inquiries regarding availability to support events within 24 hours
- Professional and timely communication with event POCs. Initial contact within 3 business days of receiving assignment; confirm event details 72- 24 hours prior to event
- Order marketing and educational materials for events
- Schedule travel arrangements to and from events using the most cost effective means of travel and within authorized travel costs
- Provide professional briefings to groups at all levels on the benefits associated with MOS
- Set up, staff and tear down display tables
- Proactively engage with event attendees in a professional and compassionate manner; provide program information and answer general service questions
- Record policy/program questions and service delivery concerns for referral to MOS Event Coordinators
- Complete expense and after action reports
- Adhere to all in place and future policies and guidelines
- Perform other related duties as required by management, including but not limited to attendance of monthly virtual team trainings

Knowledge, Skills and Abilities

- Knowledge of the military and issues facing Service Members and their families
- Knowledge of military rank structure and chain of command
- Knowledge of military family service programs including Military OneSource
- Ability to work without direct supervision
- Ability to interact with others and create a connection with the POC and event attendees
- Ability to brief large audiences and senior military leaders
- Proficient with Microsoft Word, Excel, and PowerPoint applications

Credentials and Experience

- Bachelor Degree preferred
- Five years of prior military experience as an Active Duty, National Guard or Reserve member (or a spouse of a member) or relevant civilian experience supporting the military community
- Experience briefing all levels of the military community
- 10-15 years of experience with military families may be used in lieu of education

Special Requirements

- Willing to travel and work weekends
- Must have personal cell phone, scanner, and computer with Microsoft Excel 2007 and PowerPoint
- Must have reliable transportation and ability to secure a rental car