



THE ROYAL CANADIAN LEGION QUEBEC PROVINCIAL COMMAND

Is looking for an

ASSISTANT SERVICE OFFICER OF THE QUEBEC PROVINCIAL COMMAND
(VETERANS' ADVOCATE) Quebec City

· **Workplace:** The Royal Canadian Legion is a non-profit, community-based organization that provides free representation services to individuals and their families. The privacy and confidentiality of personal information is of paramount importance to the Legion. We work in a stimulating environment that promotes autonomy and decision-making. Our environment offers the opportunity to meet clients and get directly involved with them in their process.

· **Clientele targeted by the position:**

- Serving and retired members of the Canadian Forces, RCMP members, veterans, and their families.

Task Definition

Reception

- Warm welcome (telephone, in person and by email)
 - **Understanding the Veteran /Member's Need**
 - (a) general information (programs, services)
 - (b) information related to their RCL or VAC file requiring the involvement of the Service Officer.
 - (c) Request for assistance or services
 - **Action, either:**
 - a) Provide basic information about VAC and RCL programs and services by telephone, in person or by email.
- and/or

b) Redirect to another entity or resource (e.g., internet links to obtain his military file or to open their account, their local Legion, Valcartier Family Center, etc.). If necessary, act as an intermediary.

and/or

c) Provides punctual assistance on the site (e.g., accompaniment for opening a VAC account, checking forms, etc.)

and/or

(d) Redirects the message to the Service Officer for the follow-up.

and/or

e) confirm an appointment with the Service Officer and complete necessary documents to open a file.

- **Follow-up**
- **Compile the data** (reasons for contact – results – duration – follow-up)
- **Administrative support**
- Involves in the development of management and administrative support tools.
- Ensures the smooth running of services
- Any other related tasks
- Good computer knowledge.
- Wanting to help the veteran community:
- Knowledge of VAC programs (an asset)
- Ability to work alone and in a team.

***Please send your CV to the Executive Director at pcook@gc.legion.ca.
Only candidates selected for an interview will be contacted.
Thank you for your interest.***