



Constituent Services Representative
Communications Division
Monthly Salary: \$3,000

About the Tennessee Department of Veterans Services (TDVS)

The department is committed to serve Veterans and their families with compassion and dignity as an entrusted advocate. TDVS manages and maintains four State Veterans Cemeteries, 9 field offices and the Appeals Division. The department serves as a conduit for several federal, state and local partners to connect more than 521,000 Veterans and more than 1.5 million dependents with resources and services in 95 counties across the state. TDVS is a state department and is frequently confused with the United States Department of Veterans Affairs (VA).

About TDVS Communications

TDVS Communications was established in 2012 to raise awareness and increase outreach to Veterans and their families. Communications handles the department website, social media resources, marketing, newsletters, press releases, media advisories, media inquiries and interviews, talking points, department briefings, brochures, annual report, event programs, development of policies and procedures, photos and videos, as well as intergovernmental relations. Cultivating legislative relationships, drafting legislation, interpreting legislation and advising legislators regarding amendments to code as it impacts Veterans is another role of TDVS Communications. The Communications Division also handles constituent inquiries from legislators and the general public as well as public records requests. TDVS Communications is also the lead on department events, outreaches, the Governor's Memorial Day and Veterans Day events, press conferences and United Tennessee Veteran Association (UTVA) quarterly meetings. The Communications Division also offers casualty assistance to federal casualty officers and surviving family members of Tennessee service members killed in action.

Summary of Position:

The TDVS Constituent Services Representative responds to emails and phone calls from constituents and legislators on behalf of constituents using high-quality customer service,

messaging from the department as well as state, federal and local partnerships to best serve TDVS constituents.

Location of Position:

This position is located at the Tennessee Department of Veterans Services headquarters office in the William R. Snodgrass Tennessee Tower in downtown Nashville.

Principal Duties and Responsibilities:

Constituent Services:

- Receive and respond to constituent phone calls received directly or referred to the department.
- Receive and respond to emails received in the department constituent email account in a timely manner using the constituent services protocol and process.
- Respond to constituent inquiries and eBenefits referrals to ensure high quality customer service in a timely manner.
- Email a format response to include all TDVS contact information to all eBenefits referrals within five (5) business days of receipt.
- Refer and distribute appropriate constituent inquiries to respective TDVS executive staff within five (5) business days for thorough and highly qualified responses.
- Track responses to ensure the inquiring constituents receive a TDVS response and resolution 14 business days.
- File constituent inquiries and responses electronically and hard copies using secure filing procedures to ensure protection of confidential information.
- Record the number of inquiries and action taken for monthly reports to Assistant Commissioner of Communications by the 5th day of each month.
- Utilize TDVS messaging to respond to inquiries when possible.
- Act as a conduit when possible to connect customers with requested resources or expertise within the department as well as with federal, state and local partners.
- Utilize programs and resources to respond to claim status questions or discharge document requests.
- Assist TDVS Legislative Liaison with constituent inquiries referred by state or federal legislators.
- Draft letters or email responses to constituent inquiries on behalf of department.

Knowledge, Skills and Abilities:

- Must possess exceptional writing and verbal communications skills.

- This position requires effective interpersonal skills dealing with people at various levels within the organization as well as external customers.
- Self-motivation, high energy, commitment to excellence in product and service, adaptability and initiative are required.
- Proficient computer and customer service skills are required.

Education/Experience:

- Military service preferred but not required.
- Bachelor's degree in Mass Communications preferred but not required.

All interested candidates should submit a resume and cover letter to Deanna Day at the email address below. The position will remain posted until it is filled.

Deanna Day,

Tennessee Department of Veterans Services

William R. Snodgrass Tennessee Tower

312 Rosa L. Parks Avenue, 13th Floor

Nashville, TN 37243

(615) 741-4951

Deanna.Day@tn.gov

TDVS is an Equal Opportunity Employer