



Family Assistance Center Specialist

LOCATION: Cambridge, MN

CLOSE: JANUARY 24, 2018

HOURLY WAGE: \$17.54

MN-CAMB-FAC-1.10.18

The Family Assistance Specialists (FACS) shall provide information, referral, and follow-up services to Service Members, Families and Survivors from all branches of service and components regarding Identification Card (ID), Defense Enrollment Eligibility Reporting System (DEERS), TRICARE, Financial, Legal, Crisis Intervention, and Community Information and Networking, monthly Family outreach of deployed Service Members, and a wide variety of other Family related issues. Emergency assistance shall be provided by phone 24 hours a day, 7 days a week. This is a contract position.

Required Knowledge, Skills and Ability:

- Possess broad based knowledge, experience, and skills in the areas of military personnel, human resources, and family programs as well as an understanding of the ARNG.
- Demonstrate a working knowledge of military well-being programs, family programs, and the deployment support cycle requirements.
- Knowledge of principles and processes for providing customer and personal services.
 - This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Must have excellent oral, written and verbal communication skills and be able to follow verbal and written instructions.
- Shall have the ability to gather information, make recommendations for program improvement, synthesize information, and provide communication (orally and written) to disseminate information throughout the organization.
- Must be able to work independently with minimal supervision.
- Possess a current and valid driver's license.
- Must be able to enter US military bases and buildings.

Ability:

- Willingness and ability to work effectively and to interact in a professional manner under pressure or in stressful situations to adapt to changes in the work environment, manage competing demands..
- Ability to pass and maintain any necessary background investigation requirements.

Essential Job Requirements:

- Excellent communication and relationship-building skills with all levels of associates and departments.
- Minimal supervision and ability to adapt with changing priorities.
- Possess proficiency with the Microsoft Office suite with an emphasis on Word, Excel, PowerPoint, and Outlook, including the ability to create PowerPoint documents and briefings.
- Must be willing to respond to and effectively handle time-sensitive calls as they are received, to include during off-hours.
- Travel as required to meet job duties. Must be able to travel to local and non-local locations.

Please go to our website www.skyline-ultd.com “Careers” page for complete job description. Click on “Job Announcements”, then use the search bar and type in the job location. Click the “APPLY” button to complete an electronic application.

