**HR - Retiree Services Officer**

**RMC** (Roku Management Consulting) is a dynamic, service-disabled veteran-owned small business specializing in providing professional services to government and commercial clients. As a participant in the SBA 8(a) Business Development Program, RMC is committed to delivering excellence through innovative processes, exceptional customer service, and strong core values.

RMC offers expertise in human resources, information technology, and professional management solutions, with a focus on supporting the mission-critical needs of local, state, and federal agencies, as well as private sector partners.

Our team thrives on collaboration, diversity, and a shared commitment to solving complex challenges. At RMC, we value our employees as our greatest asset, providing a supportive and inclusive work environment that encourages growth, development, and career advancement.

Join us in making a difference through meaningful work, driving impactful results for the communities and clients we serve.

**Job Description:**

The Verifying Official is a front-line role responsible for executing Identification Management tasks, including verifying documentation and issuing ID cards. This position ensures accurate data entry and compliance with DoD security protocols.

**Key Responsibilities**:

* Perform ID card issuance, enrollments/disenrollments, and updates in DEERS/RAPIDS.
* Verify documents for accuracy and compliance with DoD standards before processing.
* Maintain accountability of ID card stock and related materials, ensuring secure storage and handling.
* Troubleshoot minor system issues and escalate unresolved problems to the Site Security Manager.
* Provide customer service by assisting Soldiers, civilians, and dependents with Identification Management needs.
* Assist with periodic audits to ensure compliance with security and accountability standards.
* Perform other duties assigned.

**Qualifications**:

* **Education**: High school diploma or equivalent.
* **Experience**: Minimum of 1 year of experience in DEERS/RAPIDS operations or customer service roles.
* **Security Clearance**: Active **SECRET clearance** required.
* **Skills**: Attention to detail, data entry accuracy, and excellent interpersonal skills.