



Customer Contact Associate II

Here is the link to the Customer Care page of all the customer care roles across our territory:

<https://jobs.xcelenergy.com/go/Customer-Care/8520800/>

Here are the two roles specifically to Pueblo:

- **Customer Contact Center Associate II** - Pueblo, CO Job (xcelenergy.com) < Caution-
<https://jobs.xcelenergy.com/job/Pueblo-Customer-Contact-Center-Associate-II-Pueblo%2C-CO-Job-CO-81003/714653800/> >
- **Credit & Collections Associate II** - Pueblo, CO Job (xcelenergy.com) < Caution-
<https://jobs.xcelenergy.com/job/Pueblo-Credit-&-Collections-Associate-II-Pueblo%2C-CO-Job-CO-81003/714755000/> >

Those two postings will cover over 10+ actual positions. The anticipated starting base pay for this position is: \$14.25 per hour and I included the minimum requirements below.

- 1+ year of customer service experience required, 18 months preferred.
- High School Diploma or equivalent.
- Experience promoting product and services preferred.
- Bilingual/Spanish experience is a plus.



Human Resources Specialist, Closes:
02/23/21

<https://www.usajobs.gov/GetJob/ViewDetails/591890000>

Library Aid NF-01, Closes: 02/24/21

<https://www.usajobs.gov/GetJob/ViewDetails/592001200>

Nurse (Clinical/emergency), Closes:
02/24/21

<https://www.usajobs.gov/GetJob/ViewDetails/591823200>

Recreation Aid (Facility Aid) NF-01, Closes:
03/15/21

<https://www.usajobs.gov/GetJob/ViewDetails/588506400>

Child and Youth Program Assistant, Closes:
03/15/21

<https://www.usajobs.gov/GetJob/ViewDetails/589127000>

Child and Youth Program Assistant,
Schriever AFB CO, Closes: 05/03/2021

<https://www.usajobs.gov/GetJob/ViewDetails/591253900>

IT Specialist (Policy and Planning), Closes:
03/01/2021

<https://www.usajobs.gov/GetJob/ViewDetails/592594600>

Clinical Laboratory Scientist, Closes:
02/26/2021

<https://www.usajobs.gov/GetJob/ViewDetails/591904800>

Additional Fort Carson Positions:

<https://www.usajobs.gov/Search/Results?l=Fort%20Carson%2C%20Colorado&s=enddate&p=11>



<https://grnh.se/9626fdeb2us>

Customer Service Representative - Work at Home. Military Veterans & Spouses Encouraged to Apply!

at Tracking Link Board
Remote, United States

Customer Service Consultant

Location: Virtual United States (Arizona, Colorado, Idaho, Nevada, Oregon, Utah, or Washington)

Find your new home with Wayfair! We value and honor the contributions of military veterans and spouses, and recognize the unique skills and experiences you bring. We are committed to supporting our military community by providing the necessary resources, training and support to be successful in our fast-paced environment.

At Wayfair, we care about our customers! Our award-winning Customer Service Team balances technology and human empathy to build customer trust and loyalty. From the time the customer orders with Wayfair through delivery to their home, our team works to make it easier than ever to shop for the home. The Customer Service Team works proactively in a fast-paced environment to monitor customer orders and ensure a seamless delivery to the customer. In the event a customer should contact our support team via phone, email, chat, social media, or in other ways, we empower our Customer Service Team to resolve the issue. We are passionate about our customers and work to delight them on every interaction with Wayfair.

What You'll Do

- You will troubleshoot and resolve customer service inquiries while building a relationship with the customer
- Provide service to customers seeking assistance with post-order issues such as returns, replacements, refunds, delivery status, back order inquiries, and any other issues that may arise in the order fulfillment process
- You will exceed customer satisfaction, efficiency metrics and issue resolution targets
- Continuously look for areas of improvement and communicate trends in customer calls to leadership as appropriate
- Simultaneously navigate multiple software applications and technologies
- You will demonstrate conflict management skills and maintain professional composure

What You'll Need

- Must currently reside in Arizona, Colorado, Idaho, Nevada, Oregon, Utah, or Washington
- Strong problem-solving skills and the ability to think analytically while working in a fast-paced environment
- Excellent communication and relationship building skills
- Passion for helping others
- A successful track record working in a high-volume environment
- Regular and reliable attendance
- Equivalent customer-facing work experience
- Must currently reside in Arizona, Colorado, Idaho, Nevada, Oregon, Utah, or Washington

About Wayfair Inc.

Wayfair is one of the world's largest online destinations for the home. Whether you work in our global headquarters in Boston or Berlin, or in our warehouses or offices throughout the world, we're reinventing the way people shop for their homes. Through our commitment to industry-leading technology and creative problem-solving, we are confident that Wayfair will be home to the most rewarding work of your career. If you're looking for rapid growth, constant learning, and dynamic challenges, then you'll find that amazing career opportunities are knocking.

No matter who you are, Wayfair is a place you can call home. We're a community of innovators, risk-takers, and trailblazers who celebrate our differences, and know that our unique perspectives make us stronger, smarter, and well-positioned for success. We value and rely on the collective voices of our employees, customers, community, and suppliers to help guide us as we build a better Wayfair – and world – for all. Every voice, every perspective matters. That's why we're proud to be an equal opportunity employer. We do not discriminate on the basis of race, color, ethnicity, ancestry, religion, sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender identity, gender expression, veteran status, or genetic information.



ICF International, Inc. is Hiring!

ICF International, Inc. is recruiting for a full-time remote Financial Analyst Manager (Requisition #: R2100466). For more details on this position and application procedures, please review the description and link below. The organizational point of contact is Ms. Michelle Jones at michelle.jones@icf.com.

ICF is currently seeking a Financial Analyst Manager (remote) for the Children and Youth portfolio that will be responsible for:

- Financial analysis and tracking of all major projects within a project portfolio of over \$50M in annual revenue and more than six projects. Lead financial management and analysis responsibility for two very large, multiyear contracts, each with annual revenue of more than \$18M
- Supervise and oversee the performance of two staff supporting the data collection and financial tracking functions for the CB project portfolio. These staff provide financial information and analysis to key task leads to assist them with tracking and managing performance of complex tasks.
- Developing, analyzing, and ensuring accuracy of monthly project financials, including project revenue and labor forecasts, estimates to complete, and monthly analysis of any variance in financial performance (actuals vs. forecast) to determine causes for any variance
- Utilizing CostPoint and Cognos 10 to track labor hours, project costs and burn rate across multiple projects and provide summary reports to project directors
- Coordinate and oversee the data collection and analysis for tracking labor hours, project costs and burn rate across multiple projects in order to develop and maintain project specific financial data extracts and ad hoc financial reports out of CostPoint as requested by portfolio leadership, project managers, and project team leads. Coordinate quality review of these reports prior to presenting to management.
- Preparing and presenting portfolio level financial forecasts
- Regularly briefing Project Managers/Directors regarding status of project financials
- Reviewing invoices to client for accuracy, completeness, and compliance with required format before final review and approval by manager and project director. In some instances, creating the Monthly Status Report that will be provided to the client with the invoice.
- Supporting project leaders in developing client requested project financial progress updates and requested trend/scenario analysis. Ensure consistency of information and format across CB projects where appropriate. Ensure appropriate review of this information by key project staff, such as task area leads. Assist with the presentations to the client.
- Collaborating with PFC on preparation of the financial performance section of the quarterly, division-level Project Management Reviews for major projects in the portfolio.
- Tracking financial burn rates for projects, and monitoring non-labor expenses to ensure that costs in all budget categories remain within approved allocations



- Monitoring labor expenses to ensure that costs are spent in correct budget categories. In times when labor is billed to the incorrect charge code, conducting timesheet corrections and adjustments. Ensure that needed program changes to project work force and project labor categories are implemented timely and accurately.
- Maintaining and updating project charge code lists
- Working with corporate project finance team to create and implement intercompany work orders
- Working with staff on all projects in the portfolio to complete monthly labor forecasting exercises. Assist PFC with monitoring utilization rates for staff on all projects in the portfolio compared to established targets and communicating information from program teams that might impact utilization projections.
- Developing and maintaining project specific financial data extracts and ad hoc financial reports out of Cognos as requested by the Project Director, Corporate Officer-in-Charge, or senior management team
- Supporting portfolio lead and project managers in business development efforts by preparing draft pricing models and work with ICF pricing staff to develop final proposal budgets, estimates to complete, estimates at completion, and the basis of estimate narrative. Perform research as requested by proposal leads to inform the pricing strategy for bids.
- Assisting in the preparation of custom project financial reports as requested by the client
- Generating visual depictions of financial information
- Fielding financial requests and ad hoc analysis as needed

Basic Qualifications:

- Bachelor's degree required (Economics, Finance, Accounting, Business Administration) plus minimum 5 years of financial analysis, management, and tracking experience:
 - Performing financial analysis, management, and tracking of large cost-plus, T&M, and fixed price federal contracts
 - Experience supervising a team and developing junior staff
 - Knowledge and skills using CostPoint Cognos 10, and TM1
 - Strong skills in MS Word and Outlook; advanced skills in MS Excel (including pivot tables). Comfortable working with large datasets

Professional Skills/Capabilities:

- Team player with the ability to work in a fast-paced environment
- Must have experience working independently, be a critical thinker, possess strong analytical and problem-solving skills, and be able to respond effectively to changing priorities



- Ability to communicate effectively both verbally and in written form with project staff and external partners (e.g., subcontractors)
- Ability to multi-task and effectively handle competing priorities and deadlines
- Demonstrated sound business ethics, including the protection of proprietary and confidential information
- Ability to apply detailed knowledge of organizational procedures to make independent decisions and serve as a credible resource for a senior management team
- Strong attention to detail and ability to produce error-free work products
- Excellent problem-solving skills with ability to analyze situations, identify existing or potential problems and recommend solutions

Application Mechanism:

<https://www.icf.com/careers/jobs/R2100466>

Working at ICF

Working at ICF means applying a passion for meaningful work with intellectual rigor to help solve the leading issues of our day. Smart, compassionate, innovative, committed, ICF employees tackle unprecedented challenges to benefit people, businesses, and governments around the globe. We believe in collaboration, mutual respect, open communication, and opportunity for growth. If you're seeking to make a difference in the world, visit www.icf.com/careers to find your next career. ICF— together for tomorrow.

Position Title: Resume Writer / Editor

Requisition Number: YES011321-03

Location: Remote / Worldwide

Position Type: Contractor 1099

Pay Rates: \$25-\$54 for interviewing; \$75-185 for drafting a resume and cover letter set; \$55 for editing a set.

- Are you a freelancer looking for work that allows you to make a difference?
- Do you have a passion for writing/editing and helping people?
- Do you want to sharpen your marketing writing skills as you earn while part of a world-class team?

YES Career Coaching & Resume Writing Services is looking for you! Our woman-owned business needs a number of part-time, work-from-home resume writers or editors to join our team. Our mission is to help job seekers determine what kind of work will light them up and to give them the strategies, marketing tools, inner game and accountability they need to build a career they will love.

Our exceptional team is the reason YES is DC metro's top-rated writing and career coaching company on most review sites (4.5 star rated on Yelp, A rated on Angie's List, 5.0 star rated on Google, A+ rated at the Better Business Bureau and 4.1 star rated on Glassdoor).

Editors will primarily be expected to edit but are welcome to have drafting and interviewing assignments if they would like more hours.

ASSIGNMENT POSSIBILITIES

- Edit resumes, cover letters, and LinkedIn profiles.
- Rarely, work with clients via Internet or phone to come up with quantified accomplishments and other details to include on resume.
- Identify and incorporate keywords from job listings for which they will apply.
- Draft resumes (both regular and federal), cover letters and LinkedIn profiles for assigned clients in all career fields.

REQUIRED QUALIFICATIONS

- At least one year of experience as an editor with final responsibility before going to press or sending deliverables to clients
- Superior attention to detail and ability to follow directions
- Professional interpersonal communication skills and coachability
- Top organizational skills and reliability
- Strong knowledge of MS Word
- Commitment to working with us for at least one year
- Availability for at least 15 hours a week

PLUSES

- Experienced in crafting resumes and cover letters that get interviews
- Strong understanding of different occupations, especially information technology
- Familiarity with the Washington-area employment scene (federal government, government contracting, nonprofits, lobbying, associations, etc.)

WHY YES

- You will be part of a small, woman-owned business that is, in the words of a recent employee, “very rewarding” to work in.
- You will have a role of key importance.
- You will make a difference in people’s lives every day and feel amazing when you help us earn a five-star review from a grateful client who got a job with your help.
- You will become a world-class writer/editor through practice, training and feedback.

YES Career Coaching & Resume Writing Services values inclusion and welcomes applications by diverse candidates to join our team, which has included staff with roots in Africa, East and West Asia, East and West Europe and Latin America. We love other kinds of diversity as well!

TO APPLY

Please email your resume and cover letter addressed to Ms. Katherine Akbar, president to katherine@yeswriting.com. Thank you in advance.

KIRA TRAINING SERVICES

WE'RE HIRING!

Operations Engineering Manager

USAF Academy

APPLY ONLINE TODAY!

[HTTPS://THTBC.COM/JOBS/](https://THTBC.COM/JOBS/)



Contact Human Resources at:
USAFHR@kirafs.com | 719-244-7439

Tiny Troops Soccer needs substitute coaches

Ft Carson Colorado

Email jobs@tinytroopssoccer.com for more information.



WE'RE HIRING!
COACHES + SUBSTITUTES
\$15-20/HR

IF YOU'RE 16+ AND...

- ➡ **HAVE SOCCER EXPERIENCE**
- ➡ **RELIABLE WITH SATURDAY AVAILABILITY**
- ➡ **WILLING TO ACT LIKE AN AIRPLANE OR A MONKEY...SOMETIMES AT THE SAME TIME!**

EMAIL JOBS@TINYTROOPSSOCCER.COM

TINY TROOPS SOCCER

<https://www.facebook.com/tinytroopssoccer>

**VIRTUAL
Job**

TRICARE BENEFITS SERVICES REP AL, CO, GA, KY, OK, NC, SC, & TX RESIDENTS Open to Vets & MilSpouses



This is a fully remote position, open to candidates physically located in **AL CO GA KY OK NC SC TX**. Training is paid & completed online. FT, W2, with benefit options. Up to \$18/hr.

Applications accepted now for onboarding in March 2021.

This position is responsible for assisting customers with questions and needs regarding their Tricare benefits. This will be completed by phone, chat, and email.

- Must be able to complete 5 weeks of online paid training in full.
- Prior customer service experience is required. *Preference is given to applicants who have experience providing customer service over the phone and have experience in: ARUBA, DUO, AVAYA, VMWARE, ASPECT, NICE/GENESYS, ZOOM, SKYPE, WEBEX*
- Detail oriented, able to multitask
- Able to respond to service members with care, empathy and accuracy.
- Must have wired, high speed internet access.
- Able to pass a basic government background check (10 year review) and drug screen.
- Please see the job description for full details.

A cover letter is required.

Please ensure your resume clearly reflects your customer service background.

All positions are open until filled.

To apply, visit **VetJobs.org** -or- **MilitarySpouseJobs.org**

Navigate to the RC Job Board via the Jobs tab.

Search by Req# 305160BR.

Send questions to Melanie at mgrantham@vetjobs.org



2/16/2021

