

Outreach Specialist Job Description

Federal Relay Program

Position Synopsis

The Outreach Specialist is accountable for performing highly complex duties requiring independent judgment and handling confidential and critical information for the Federal Relay program. Responsibilities include but are not limited to the following:

- Engages Customers via E-Mail or Telephone Daily
- Knows Product/Service Technical Matters
- Collects, Compiles, and Analyzes Complex Data
- Supports the Federal Relay Core Team
- Ability to Lift and Move Heavy Things

The Outreach Specialist will be a self-starter and a quick learner, an engaging and dynamic presenter, responsible and reliable, possesses excellent rapport and relationship building abilities, and possesses exceptional listening, written, and verbal communication skills.

The Outreach Specialist will travel in the Metropolitan Washington, D.C. area 60%-70% of the time maximizing Federal Relay presence at conferences, presentations, and trainings.

Basic Qualifications

- United States Citizenship
- Pass a Federal Background and Security Check
- Pass an Employment and Drug Check
- Associate Degree in Related Field and Five Years of Experience or Bachelor's Degree in Related Field and Two Years of Experience
- Must Currently Be or Will Become a Resident of the Metropolitan Washington, D.C. Area

Preferred Qualifications

- Knowledge of the Telecommunications Relay Services (TRS) Industry
- Knowledge of Various Degrees of Hearing and Speech Disabilities
- Knowledge of Cultural Norms of Deaf, Hard of Hearing, and Speech Disabled Communities
- Knowledge of the Microsoft Office Suite and Adobe Document Cloud
- Excellent Presentation Skills
- Marketing and Design Experience
- American Sign Language (ASL) Fluency



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About Federal Relay

Federal Relay was established by Congress under Public Law (P.L.) 100-542, the *Telecommunications Accessibility Act of 1988*, provides an intermediary telecommunications service for individuals who are deaf, hard of hearing, and/or have speech disabilities, including federal employees, for communications with and within the Federal Government.

Federal Government agencies may meet their obligation under Section 504 of the Rehabilitation Act with the Federal Relay as an option to provide reasonable accommodations to employees with disabilities in the workplace.

Visit Federal Relay at www.federalrelay.us.

Contact Information

Contact us at federalrelay@sprint.com.

