

PORTAGE COUNTY VETERANS SERVICE COMMISSION

TITLE: **Administrative Assistant**

JOB OBJECTIVES: The incumbent is responsible for providing clerical and bookkeeping support and customer service for the Veterans Service Office. The incumbent reports to the Director.

ESSENTIAL JOB FUNCTIONS:

- Greeting clients and answering and directing telephone calls in a courteous and respectful manner;
- Processing payroll;
- Verifying vacation, sick and personal hours;
- Keeping attendance records;
- Preparing financial assistance vouchers;
- Typing minutes and completing reports for commission meetings;
- Creating initial VETRASPEC data files;
- Distributing and filing federal claim file folders;
- Picking up and distributing incoming and outgoing mail;
- Providing complete back-up to the Office Manager on bill-paying procedures including purchase order and voucher preparation and tracking, establishing/updating vendor files, and working with the Purchasing Department and County Auditor;
- Making entries in established databases for various office logs and reports such as daily contact reports, VA awards, daily calendars, and transportation sheets, then printing reports from this data as applicable;
- Ordering, receiving and distributing military discharges; sending/receiving military discharges to/from the County Recorder;
- Coordinating special transportation needs with the drivers and the Office Manager and keeping the Director apprised of transportation and vehicle issues based upon drivers' input;

- Performing records retention activities for the general office files and preparing required records;
- Providing general clerical support.

NON-ESSENTIAL JOB FUNCTIONS:

Performs related Essential and Non-Essential functions as needed.

I. JOB REQUIREMENTS

Equipment: Incumbent operates the following equipment: computer, printer, copy machine, adding machine, fax machine and electric label maker.

Critical Skills/Expertise:

- Ability to communicate effectively, both orally and in writing;
- Ability to work with the public in a courteous manner;
- Knowledge of office practices and procedures;

Job Standards: High School diploma. Experience in an office environment helpful. Experience dealing with the public helpful. Must have a valid driver's license and meet the county's current vehicle use requirements. Must be a veteran or the spouse or child of a veteran.

II. DIFFICULTY OF WORK

Work consists of simple established tasks and processes using guidelines, manuals and handbooks.

III. RESPONSIBILITY

Incumbent requires little supervision to carry out daily duties. Director provides general direction in following established practices using clear-cut policies.

IV. PERSONAL RELATIONSHIPS

Incumbent has contact with co-workers, public and private sector employees, and the general public. The purpose of these contacts is to facilitate daily office operations and to assist with financial assistance and federal claims.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical

Requirements: Incumbent performs sedentary work that may require the lifting of up to 15 pounds.

Physical

Activity: Incumbent performs the following physical activities: reaching, fingering, grasping, talking, hearing and repetitive motions.

Visual

Activity: Incumbent performs work where the seeing job is close to the eyes.

Job

Location: Incumbent works inside and is not exposed to adverse environmental conditions.

