

**WABASHA COUNTY, MINNESOTA
POSITION DESCRIPTION**

Name: _____ **Department:** Veteran's Service Office
Position Title: Clerk I/Administrative Assistant **Pay Grade:** Full-time (40 hours) - Union
Date: May 6, 2008 **Reports to:** Veteran's Service Officer

PURPOSE OF POSITION:

The purpose of this position is to provide administrative support to the Veteran's Service Officer, and assume responsibility for the Veteran's Service office during any absences of the Service Officer. The Assistant will perform administrative duties on behalf of Veterans of the armed forces by establishing relationships with co-workers and non-coworkers to provide the greatest benefit to the Veterans of Wabasha County. The assistant will work with all ethnicities and economic backgrounds, and will provide and maintain the highest confidentiality and privacy to all Veterans. The assistant will determine the urgency of client situations and will assist the Service Officer in timely and accurate completion of enrollment for Veteran's benefits. The assistant will manage the transportation program for transporting Veterans to and from the Department of Veterans Affairs Medical Center. Provide state and federal benefits for Veterans of the armed services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Take detailed messages during the Service Officers absence or inability to communicate with a client.
- Maintain and organize electronic and hardcopy filing systems
- Answer a multi-line telephone system
- Use office equipment: typewriter, computer, fax machine, copy machine, adding machine, printer, calculator, shredder
- Receive and send out mail
- Write formal and informal letters
- Take notes during an interview
- Keep accurate notes
- Enter data into a computer system
- Make copies of medical reports, forms and other essential documentation
- Timeliness and Accuracy are essential
- Schedule transportation to and from the Veteran's Affairs Medical Center
- Schedule drivers to transport Veterans to and from the Veterans Affairs Medical Center
- Schedule maintenance on vehicles and maintain the vehicle cleanliness
- Fill out paperwork and work with the human resources department to hire van drivers
- Fill out paperwork for the County to pay the van drivers
- Distinguish between urgent matters
- Speak professionally and maintain a professional relationship with superiors, colleagues with veterans, with Veteran's Affairs staff, and other Service Officers and Service Office Staff members
- Work with Cemetery Officials
- Keep private data confidential at all times
- Work with the Service officer to determine procedures on rating decisions
- Write appropriate letters (formal and informal) to Veterans Affairs Officials, Veterans, and County Commissioners

- Speak professionally and work professionally with the Service Officer to ensure all benefits are explained to Veterans and all benefits the Veteran is eligible for are applied for.

REQUIRED SKILLS:

- Confidentiality, confidence, and ability to follow through with tasks, organization skills, and communication skills, compassion are mandatory.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Maintain vehicle maintenance and cleanliness, occasional driving to the Veterans Affairs Medical Center.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

- Requires a high school diploma or equivalent with a minimum of an AA Administrative Degree and a minimum of two years administrative experience or any combination of education and experience.

MINIMUM ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

Physical Requirements:

- Must be physically able to operate a variety of office equipment with accuracy and timeliness.
- Must be able to push open and close a five high file cabinet.
- Must be able to carry job related objects or materials up to 25 lbs on a regular basis.
- Must be able to sit for long periods of time
- Must be able to look at a computer monitor for long periods of time
- Physical demand requirements are at levels of those for a sedentary or office environment

Numerical Aptitude:

- Must be able to add, subtract, multiply and divide, use percentages and use calculators and/or adding machines

Language Ability:

- Requires the ability to read and comprehend a variety of professional, technical and administrative documentation, directions, methods and procedures.
- Must be able to produce documents with proper spelling, punctuation, grammar, format and style.
- Must be able to communicate effectively using the English language.

Interpersonal Communication:

- Must be able to communicate with all professional levels. Must be confident in speech. Must be able to explain difficult concepts to all ranges of intellect.
- Must be able to follow rules of Federal and State confidentiality, privacy and HIPPA guidelines

Environmental Adaptability:

- Must be able to communicate effectively with all professional levels and non-professionals.
- Must be able to work in a office environment. Headaches, neck and backaches, eyestrain, carpal tunnel syndrome and related occupational hazards associated with computer work reflect a common potential for injury and discomfort.

Consequences of Error:

- It is extremely important that an administrative employee be accurate and timely. Failure to do so will result in the loss of Federal and State Benefits for a Veteran and could result in lawsuit against the County.
- The Veterans Service Officer will review all work coming into and going out of the office.
- You will be a direct reflection of the County and the Service Officer's work.

Supervision of Others:

- You will supervise the Veteran's Service Transportation program and will need to report any problems back to the Veteran's Service Officer.

Confidentiality:

- The Veteran's Service Office has the strictest of Confidentiality. The office deals with social security numbers, health and medical Records, serious illness, employee files and many other confidential matters. Confidentiality can be a liability to the county if breached. You will be responsible for maintaining and using confidential material every day.

Employee's Signature

Supervisor's Signature

Date

Date

Wabasha County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.