

WASHINGTON COUNTY
Job Description

JOB TITLE: Secretary/Receptionist – Veterans Affairs

Exempt (Y/N): No

DATE PREPARED: July 2008

DEPARTMENT: Veteran Affairs

SUPERVISOR: Veteran Service Officer

SUMMARY:

The incumbent provides general secretarial assistance and acts as receptionist and answers the telephone for the department. Ensures that all office functions are performed efficiently and in a professional and timely manner to maintain office continuity. The incumbent is essentially the “gatekeeper” for the office as well as providing secretarial support. Initiates and installs new ideas for efficient operations. Ensures that each situation is handled according to County, State, and Federal policies and guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Greet veteran, widow, or dependent by telephone or office visit, and interpret their needs for the VSO. This duty is performed daily.
2. Advise veterans of their qualifications for service-connected and non-service connected benefits through the Veteran Administration. This duty is performed daily.
3. Assist in the preparation of VA forms to apply for compensation. This duty is performed daily.
4. Advise clients on how to obtain military medical records, private physician records, and VAMC medical records. This duty is performed daily.
5. Assists clients in obtaining Military Reports of Separation (i.e., DD214, AG053). This duty is performed daily.
6. Interpret VA laws and regulations as applicable to individual veteran. This duty is performed weekly.
7. Submit veteran’s initial claim to VARO. This duty is performed weekly.
8. Assist homeless veterans locate assistance – regular intervals.
9. Assist veteran to obtain witness statements concerning his/her claim, and write stressor statements for a claim.
10. Contact Arkansas Department of Veterans Affairs or VARO to help veteran know the status of his/her claim.
11. Work with other governmental agencies (SS) to coordinate benefits.

12. Work with patient advocate, VAMC, Fayetteville to assist with problems vet may have with the VA hospital system.
13. Submit VSO monthly status report. This duty is performed monthly.
14. Assist veterans who are 100% 5/C to know the benefits of both State and Federal available to them. This duty is performed daily.
15. Ability to assume duties of VSO in his/her absence. This duty is performed daily.
16. Perform any other related duties as required or assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High School, plus specialized schooling and/or on the job education in a specific skill area; e.g. data processing, clerical/administrative, equipment operation, etc, plus 12 to 18 months related experience and/or training. Or equivalent combination of education and experience.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT:

Funds, Property & Equipment Responsibility: \$5000

COMMUNICATION SKILLS:

Ability to effectively communicate information and respond to questions in person to person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide numbers. Ability to perform these mathematical skills using money and other forms of measurement.

CRITICAL THINKING SKILLS:

Ability to use common sense understanding in order to carry out simple multi-step instructions. Ability to deal with standardized situations with limited variables.

SUPERVISION RECEIVED:

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING:

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

DECISION MAKING:

Performs work operations which permit frequent opportunity for decision making of minor importance and which would not only affect the operating efficiency of the individual involved, but would also affect the work operations of other employees and/or clientele to a slight degree.

MENTAL DEMAND:

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

ANALYTICAL ABILITY/PROBLEM SOLVING:

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS:

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

ACCURACY:

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

PUBLIC CONTACT:

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT:

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

SOFTWARE SKILLS REQUIRED:

Basic: 10-Key, Spreadsheet, Word Processing/Typing.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the duties of this job, the employee is regularly required to stand, sit, use hands to finger, handle, or feel, talk or hear; occasionally required to walk, reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and color vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the environment is usually quiet.