

Hendricks County
Job Description

Title: Administrative Assistant/Secretary/Receptionist **FLSA Status:** Non-exempt

Department: Veterans Affairs **Pay Band:** OSS 4

Supervisor: County Veterans Service Officer

Hours of Work: Part-Time

PURPOSE OF POSITION:

The Veterans Affairs Assistant is responsible for a variety of administrative and clerical duties necessary to run an organization efficiently and effectively. Provide competent and timely information and assistance to resident military veterans and others as requested.

ESSENTIAL FUNCTIONS:

- Provide competent and correct information for inquiries concerning federal, state and county veterans' benefits, including access to Veterans Affairs healthcare facilities.
- Provides follow-up for the completion of federal veterans affairs claims, state benefit claims, and county veterans related claims
- Answer telephones to direct calls and provide information for federal, state and county veterans' benefits.
- Prepares and maintains reports necessary to carry out the function of the Veterans Affairs Department. Prepare periodic reports for management, as necessary or requested.
- Evaluates needs and requests of walk-in clients to properly direct the provision of needed service.
- Interface directly with the Recorder's Office to access and store Department of Defense Documents according to confidentiality rules and regulations.
- Prepare appropriate forms to file disabled veterans tax deductions.
- Triage telephone calls to best answer federal, state and county benefit questions in the timeliest manner possible.
- Interface with local funeral homes to resolve eligibility issues concerning county disabled veteran burial claims.
- Assist with the provision of veterans funeral honors
- Initiate prompt referrals for homeless veterans.
- Triage financial hardship requests through township trustees, veterans service organizations, the Military Family Relief Fund, Rolling Thunder Veterans Fund, and other applicable organizations.

NON-ESSENTIAL FUNCTIONS:

- Assist with preparations for veterans holiday/recognition observances

- Assist with countywide marketing activities to provide accurate and timely information concerning veteran's eligibility and benefit information.
- Assist with implementation of program to identify eligible surviving spouse benefits application program

EDUCATION & QUALIFICATION REQUIREMENTS:

- High diploma or GED
- Excellent computer skills, including Word and Excel in a Microsoft Windows environment
- Ability to effectively and tactfully deal with other people
- Ability to operate basic office equipment
- Planning/organizing-the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Interpersonal skills-the individual will maintain confidentiality, remain open to other's ideas and exhibits willingness to try new things
- Basic knowledge of general office practices, such as filing, record keeping, phone etiquette, etc.
- Honorably discharged veteran status preferred in accordance with Indiana Code IC 10-17-1-5 (a) (1) and IC 10-17-1-9 (c)
- Basic knowledge of veterans benefits

RESPONSIBILITY:

Incumbent works independently and with other personnel to deliver competent assistance to resident veterans for the purposes of interactions with the United States Department of Veterans Affairs. Errors in decisions are not immediately apparent through supervisory review. These errors usually result in lost time in other substantial inconvenience to the public and could have adverse effects on the organization. Incumbent must maintain a high degree of integrity and confidentiality.

WORKING RELATIONSHIPS:

Work relationships are with supervisor, associates in same department, other county departments, other county veterans' service officers, the Indiana Department of Veterans Affairs and the general public for the purpose of communicating factual and procedural information.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed in a standard office environment and requires normal physical abilities.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT:

The job description for the position of Administrative Assistant/Secretary/Receptionist in the Veterans Affairs Department describes the duties and responsibilities in this position. I acknowledge that I have received this job description, and understand that it is not a contract of

employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes _____ No _____

Applicant/Employee Signature

Date

Printed Name