



# **JOB POSTING**

## **Veteran Affairs Assistant**

<b>Job Title: Veteran Affairs Assistant – Part Time</b>
<b>Department: Veteran’s Office</b>
<b>Work Schedule: Between the hours of 8:30 am – 4:00 pm</b>
<b>Job Title: VA Assistant</b>
<b>Reports to: VA Officer &amp; Commissioners</b>

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill and/or ability required. The Delaware County Government provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or to perform essential functions of the job, unless the accommodation would cause an undue hardship.

### **Job Requirements/Job Domains:**

#### **General Office Duties**

1. Answering phone lines, screening calls, taking messages
2. Scheduling meetings and making appointments
4. Coordinating county vehicles with insurance company
5. Greeting visitors to office, screening them for executive assistant, VA officer, and the commissioners
6. Opening mail and directing to executive assistant, VA officer, and commissioners, and/or other offices
7. Types department correspondence, agendas, vouchers, claims, requisitions, reports, and related documents, as required, using Microsoft Word and Excel
8. Filing and retrieval of documents, agreements and other papers for the Commissioners’ and VA offices
9. Assists eligible veterans in procurement and proper completion of federal veterans’ benefit application forms.
10. Maintains and updates department records and files, ensuring convenient retrieval.
11. Maintains inventory of necessary applications and related forms and literature, ordering materials as necessary.

**Supervisory Responsibilities/Direct Reports: None**

**Difficulty of Work/Education and Experience Requirements:**

1. High school degree or equivalency
2. Valid driver's license
3. 3 to 5 years job related experience working with the public and in an office Environment
4. Maintain confidentiality of department information and records according to State requirements.
5. Ability to effectively communicate orally and in writing with co-workers, other County departments and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.
6. Ability to work alone with minimum supervision and with others in a team environment. Ability to properly operate standard office equipment, including computer, printer, calculator, etc.
7. Ability to understand, retain, and carry out written or oral instructions and present findings in oral or written form.

**Responsibility/Knowledge, Skills, and Abilities:**

1. Knowledge of basic office procedures and equipment
2. Ability to use Microsoft Office software including Excel, Word, and Outlook
3. Verbal communication skills to interact with a variety of contacts
4. Excellent reading and writing skills for correspondence
5. Extremely detail oriented
6. Ability to problem solve and deal with diverse public
7. Must be flexible and have a proficient knowledge of different county offices

**Personal Work Relationships:**

1. Works directly with the public
2. Works with all departments
3. Veterans and their dependents and survivors

**Physical Effort Required (ADA related) – Working Conditions;**

1. Job duties are performed in an office environment at all times
2. May be required to drive a vehicle to other offices/locations

**Proficiency:**

1. It may take 2 - 3 years to become proficient in this position

**THE ABOVE JOB DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES TO BE PERFORMED, BUT DOES NOT EXCLUDE OTHER OCCASSIONAL WORK PROJECTS OR DUTIES AS ASSIGNED BY SUPERVISORS.**