

## FAIRFIELD COUNTY

JOB TITLE: ADMINISTRATIVE ASSISTANT  
VETERANS' AFFAIRSGENERAL STATEMENT OF JOB

Under general supervision, performs various clerical and typing duties in support of the activities of the Veterans' Affairs Department such as answering incoming calls, assembling and mailing claims, typing letters and forms, making copies, researching files, etc. Reports to the Veterans Affairs Coordinator.

SPECIFIC DUTIES AND RESPONSIBILITIESESSENTIAL JOB FUNCTIONS

Types letters, forms, reports, and envelopes.

Provides assistance to veterans and their families or widows and dependent children in such areas as filing claims, providing information, scheduling appointments, acquiring information, etc.

Prepares letters of correspondence as necessary to gather information needed for completion of claims; initiates telephone calls and research in order to obtain necessary information for filing benefits claims. Communicates with Social Security office, DSS personnel, other VA offices, Health Department, VA Hospital, Council on Aging, etc. in obtaining required information for claims and forms or supplying information.

Assembles and mails claims.

Performs receptionist duties for the Office; greets and directs clients and responds to phone calls appropriately.

Makes copies of and files documents as required including applications, forms, letters, etc.

Researches files as required to answer questions, provide information, complete documents, etc.

Receives, reviews, processes, files and/or submits a variety of documents and reports such as newspaper copy, medical records, income statements, pension forms, loan guaranty forms, appeal forms, eligibility verification report, insurance forms, tax exemption forms, etc.

Remains abreast of laws governing the activities of the department.

Operates a variety of types of office equipment including typewriter, calculator, copier, etc.

#### ADDITIONAL JOB FUNCTIONS

Performs other related duties as required.

#### MINIMUM TRAINING AND EXPERIENCE

High school diploma with three to five years of clerical experience, or any equivalent combination of training and experience which provides the necessary knowledge, skills and abilities. Must be able to type at the corrected rate of fifty words per minute.

#### MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

**Physical Requirements:** Must be physically able to operate a variety of automated office machines including typewriter, calculator, copier, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may require walking, standing, reaching, or stooping for brief periods of time. Must be able to lift and/or carry weights of up to twenty pounds.

**Data Conception:** Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the receiving of information and instructions from supervisor.

**Language Ability:** Requires the ability to read a variety of documents and reports. Requires the ability to complete or prepare a variety of forms and documents such as VA forms, applications for various benefits, eligibility verification reports, tax exemption forms, loan guaranty forms, appeal forms, and general letters of correspondence, etc., using the proper format, punctuation, spelling, and grammar. Requires the ability to communicate with co-workers, supervisor, various state and federal agencies, clients, doctors and hospitals, etc. with poise, voice control, and confidence.

**Intelligence:** Has the ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations.

**Verbal Aptitude:** Requires the ability to record and deliver information and to follow verbal and written instructions.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; add, subtract, multiply, and divide numbers; utilize decimals and determine percentages; and determine time and weight.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes in utilizing automated office and other equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

**Color Discrimination:** Does not require the ability to differentiate colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.

**Physical Communication:** Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has good working knowledge of the practices, procedures, rules and regulations of the department as they pertain to duties of the position. Has knowledge of the general office operations, functions, and procedures. Is able to use independent judgment in routine situations

which occur. Is able to communicate effectively with others both in person and over the telephone in a clear and pleasant manner. Has the ability to compile, organize, prepare, and maintain an assortment of records, reports, and related information. Has the ability to comprehend, interpret, and apply regulations, procedures, and office operations. Knows of the reports, records, files and letters which must be prepared, processed, and maintained in order to meet the requirements of the department. Has comprehensive knowledge of the terminology used within the department. Knows how to operate a typewriter and other office machines in the performance of duties. Is able to learn and apply new skills needed in order to promote efficient completion of duties. Is able to offer assistance to co-workers as necessary. Is able to complete mathematical calculations as needed. Has good organizational and human relations skills. Has the ability to prepare clear and concise letters of correspondence as required.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interface with all County departments and divisions, co-workers and customers, and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, County policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and on time with a minimum of tardiness and absences and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or

consequences are justified, i.e., poor communications, variance with County policy or procedures, etc.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual and County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, customers, and the general public so as to maintain goodwill toward the County and to project a good image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the County. Emphasizes the importance of maintaining a positive image within the County. Interfaces effectively with higher management, professionals, customers, and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**