

Ottawa County Veterans Service Commission

Position Description

Job Title: Administrative Assistant

FLSA: Non-Exempt

Wages: \$ 13.50 Hourly

Classification: Full-Time/Classified

Hours: 8:30 AM - 4:30 PM

ORGANIZATIONAL RELATIONSHIPS

1. Supervisor: Director
2. Employees Supervised: Does not supervise any employees.
3. Other: Works with staff.

PREFERRED QUALIFICATIONS

- Must be a veteran of the Armed Forces of the United States who received an honorable discharge or if a qualified veteran is not available the spouse, surviving spouse, child, or parent of a veteran, per Ohio Revised Code 5901.01.
- High school graduate required; an Associates Degree or higher, from an accredited college/university, in Office Management, Secretarial Science, or related course of study preferred.
- Five (5) years of strong secretarial experience desired; experience as an Administrative Assistant preferred.
- Strong telephone and face-to-face communication skills with all types of individuals, including those with emotional and physical disabilities, who may be experiencing problems associated with Post Traumatic Stress Disorder, substance abuse, homelessness, etc.
- Ability to comfortably communicate with all levels of county and outside agency personnel.
- Must be a team player possessing the capability to work with personnel at all levels of the reporting structure.
- Ability to accurately type a minimum of 40 words per minute.
- Excellent computer keyboard and database entry skills with a strong working knowledge of Microsoft Word, Excel, PowerPoint, etc.
- Ability to operate a variety of office equipment including, but not limited to, copy machines, fax machines, multiple-line telephone, etc.
- Excellent grasp of grammar, punctuation, etc., required to prepare correspondence, meeting minutes, etc.
- Excellent time management skills, including the capacity to maintain client medical transportation appointments.
- Basic knowledge of veteran and dependent benefits and assistance, as well as the various organizations that provide these benefits. Demonstrated appreciation and advocacy for veterans and their dependents.
- Neat, professional appearance to properly greet the public and represent the Ottawa County Veterans Service Office (OCVSO).
- Must pass required background investigation and drug/alcohol abuse evaluation.

ESSENTIAL DUTIES

- Relieves the Ottawa County Veterans Service Commission (OCVSC) Board of Commissioners of non-routine administrative responsibilities including:
 - ❑ Attending all open board meetings for the purpose of recording minutes.
 - ❑ Generating open board meeting minutes.
 - ❑ Distributing working board meeting minutes in hardcopy format to Commissioners.
 - ❑ Preparing board correspondence, from draft copy; edits documents to ensure accuracy and correctness; submits documents for review, approval, and signature of the board; maintains copies of documents in organized files; and maintains electronic back-up files of documents.
 - ❑ Providing decisions, resolutions, correspondence, etc., of the OCVSC Board of Commissioners to other county agencies and/or departments, county officials, veteran organizations, etc.
 - ❑ Developing and maintaining all files on behalf of the OCVSC Board of Commissioners' records.

- Performs administrative support to the OCVSC Board of Commissioners, including, but not limited to:
 - ❑ Maintaining the board meeting schedule.
 - ❑ Ensuring public notification of the board meeting schedule to include changes and cancellations.

- Performs administrative support to the OCVSC Transportation Program, including, but not limited to:
 - ❑ Maintaining client medical transportation appointments, which includes initial scheduling, changes, and/or cancellations.
 - ❑ Providing courtesy call the day before scheduled transportation appointment to each client confirming departure time and pickup location.
 - ❑ Maintaining work schedule for OCVSO drivers on a weekly basis.
 - ❑ Ensuring OCVSO drivers are aware of all scheduling changes, as appropriate.
 - ❑ Ensuring client information is updated and disseminated to all drivers, as needed.
 - ❑ Ensuring scheduling of periodical and unexpected maintenance.
 - ❑ Preparing and submitting all documents and reports, as required.

- Conducts routine clerical tasks, including, but not limited to:
 - ❑ Greeting agency visitors and callers. Directing/escorting individuals to the appropriate office or personnel.
 - ❑ Answering the telephone, directing calls, taking messages, etc., for the OCVSO.
 - ❑ Responding to routine telephone inquiries.
 - ❑ Opening, screening, and distribution of OCVSO incoming mail.
 - ❑ Preparing outgoing mail for mailing and ensures mailing.
 - ❑ Maintaining the security of restricted areas of the agency, including the filing room and storeroom.

- Develops and maintains an updated mailing list of veteran organizations for correspondence purposes of the OCVSO and OCVSC.

- Maintains inventory of office supplies and equipment and submits request to Director to order replenishes, when needed.

- Assists the Service Officers in the performance of their duties.
- Enters and retrieves client data into Veterans Information Management System and any other software program utilized by OCVSO.
- Serve as a public information resource for veterans and other individuals inquiring about OCVSO and community services.
- Maintain a neat, orderly, and professional office environment.
- Ensures adequate coverage of Administrative Assistant duties during anticipated absences. Properly orients agency personnel assigned to cover these responsibilities.
- Attends and successfully completes all training and continuing education courses, as directed by the Director, for the purpose of enhancing job performance.

NON-ESSENTIAL DUTIES

- Other duties and responsibilities may be assigned to this position at the discretion of the Director and/or OCVSC Board of Commissioners.
- Activities defined in the above position description do not preclude or exempt the employee from performing other related or non-related duties as may be required to maintain an effectively functioning office.