

EXECUTIVE ADMINISTRATIVE ASSISTANT TO THE VETERAN'S DIRECTOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves performing complex and confidential high-level administrative support functions to the Veteran's Director. The incumbent works in a very confidential relationship with the Veteran's Director in a position requiring a high degree of accuracy, performance skill and tact. Work is performed under the administrative direction of the Director with considerable leeway allowed for the exercise of independent judgement in planning and carrying out assignments. Supervision may be exercised over subordinate clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Types confidential correspondence, letters, memoranda, reports and other materials for an executive department head;
Composes and types correspondence on matters where policies and procedures have been defined;
Assists veterans, active service members and interested parties either on the phone or in the office, ascertains their needs and refers them to the proper Veterans Service Officer, Director, or other resources as needed;
Utilizes Veteran's Information Management System database in preparation of veterans claims;
Secures documentary evidence necessary for the proper presentation of veterans claims;
Cooperates with other County departments to assist veterans and dependents;
Contacts various State and Federal agencies regarding claims and eligible benefits for veterans and their dependents;
Assists in the maintenance of all confidential records of veterans' cases serviced;
Participates in other administrative functions such as interviewing personnel, processing personnel and payroll records and departmental budget preparation and control;
Schedules meetings or conferences and briefs department head on subject matter prior to meetings;
Receives, handles, sorts and distributes all incoming mail;
Makes travel arrangements including cash advances, travel vouchers and room reservations;
May act as liaison with other agencies;
Orders office supplies and maintains inventory of supplies and equipment;
Keeps complex records of activities of the agency.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office procedures, terminology and equipment;
Thorough knowledge of business arithmetic and English;
Working knowledge of Federal, State and local laws, rules and regulations related to veterans benefits and services;

EXECUTIVE ADMINISTRATIVE ASSISTANT TO THE VETERAN'S DIRECTOR--contd. 2

Working knowledge of forms, methods, procedures and records necessary for the processing of veterans benefit claims;
Good knowledge of the organization and functions of the department;
Ability to handle routine administrative details independently, including the composition of letters and memoranda;
Ability to understand and carry out complex oral and written instructions;
Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;
Ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed;
Ability to communicate effectively both orally and in writing;
Ability to perform close, detail work involving considerable visual effort and strain;
Strong organizational and time management skills;
Confidentiality;
Empathy;
Good judgement;
Dependability;

SUGGESTED MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree or higher and two (2) years of experience assisting individuals in resolving financial, employment, or benefit claim problems;
- B) Graduation from high school or possession of a high school equivalency diploma and five (5) years of clerical experience assisting individuals in resolving financial, employment or benefit claim problems; OR
- C) An equivalent combination of training and experience as defined by the limits of A), B) and C) above.