



Administrative Support – Veterans Services

Department	Veterans Services	Classification	Grade 9
Reports to	Veterans Services Officer	Unit	AFSCME Local 2768
Supervises	N/A	FLSA Status	Non-exempt

Position Description

Provide administrative and program support for general operations of the Veterans Services Department. Serves as the initial point of contact.

Essential Duties and Responsibilities

Administrative Support

- Department receptionist to greet and accommodate veterans and their families in the office and on the telephone.
- Provide support with a variety of administrative services: receive and mail office correspondence; maintain mailing lists and electronic group contacts, inventory and order office supplies; schedule room and conference arrangements and reservation for staff holding meetings and programs in the county; scan and index department files.
- Process document creation and data management: prepare and submit reports, compile evaluation data and summarize reports, maintain budget account status reports; submit departmental invoices and financials in accordance with County policy and procedures; create and maintain files within the Veterans Administration (VA) systems.

Program Support

- Assist veterans: schedule/reschedule appointments and secure transportation; billing requirements and medication/prescription ordering and/or reordering.
- Assist veterans and their families: complete annual eligibility verification reports.
- Assist veterans, families and other entities (i.e. funeral homes, human services and other agencies) as a liaison to access and distribute information and documents from the Department of Veteran Affairs; refer to other local and state agencies as necessary (i.e. Energy Assistance).
- Assist the department: public relations/community outreach; write and distribute news releases and advertising; compile claims for service-connected disability; process MN Assistance Council for Veterans (MACV) application; process applications from veterans and their families for VA services (health care within the VA medical system, pension, home loan certificates, state soldier's assistance (dental/optical), educational benefits, burial benefits).
- Submit correspondence and basic statements of claim to the VA, on behalf of veterans, as required.
- Attend trainings, as required.

Qualifications and Knowledge, Skills and Abilities

Minimum qualifications

- High school graduate or equivalent.

- 2-years post-secondary education in administrative/clerical course work, Business Administration, or related field;
Or 2-years work experience in an administrative/clerical role;
Or equivalent combination of education and/or work experience.
- 1-year education and/or work experience in automated systems relevant to the position.

Knowledge, Skills and Abilities

- Office procedures, practices, and equipment.
- Local and VA agencies, programs, regulations.
- Effective interpersonal relations skills.
- Make office deliveries and/or pick-ups, attend trainings/meetings, on an as needed basis via a reliable means of transportation.
- Prioritize and manage heavy caseloads and respond to multiple contacts daily.
- Proficient in using automated systems relevant to the position.
- Detail-oriented with strong organizational skills, accuracy, and problem solving.
- Adhere to all laws, statutes, policies and rules with the essential level of confidentiality required of the position.
- Communicate effectively both orally and in writing with all stakeholders relevant to the position.
- Follow established procedures and directives from supervisor(s).
- Establish and maintain effective working relationships.

Preferred Qualifications

- Work experience in a Veterans Services Department or related veteran's services capacity.
- Work experience in human services fields, health/medical area, aging/gerontology, advocacy programs.
- Work experience researching County Recorder records.
- Work experience providing customer service.

Physical Requirements

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasional and all other sedentary criteria are met.

Note (Management Right)

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. Regular attendance on the job and the performance of other duties as assigned are required. The County retains the discretion to add or change the contents of this position description at any time.

Revision date 04/17/2025