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Kendallvets.org

**VETERANS ASSISTANCE COMMISSION**

**OF KENDALL COUNTY**

**Position: VSO Assistant/Administrative Assistant**

**Job Description**

**Effective Date: August 15, 2023**

**Expiration Date: September 1, 2023**

**FLSA Status:** Salary, Non- exempt Equal Opportunity Employer, offering a competitive governmental salary, great work environment, and excellent benefits, including, but not limited to Medical, Dental, Vision, Life Insurance as well as participation in the Illinois Municipal Retirement Fund pension program.  A Monday – Friday 8:00AM – 4:00PM regular workday, 12-14 paid holidays, paid sick-personal days and vacation days allow for work-life balance!

**Type:** Full Time

**Union:** No

**Supervison:** Timothy Stubinger, Superintendent

**Description:**

Responsible for supporting the Superintendent as well as the Veterans Service Officers in organization as well as to complete tasks that allow the VSOs to focus on more advanced responsibilities.

**Core Duties:**

* Answer phones
* Input Veteran information and interactions into VAC Vet Pro system.
* Performing intake on new clientele
* Schedule Appointments and maintain calendars
* Schedule and coordinate staff and meetings
* Handle Billing
* Maintain filing system

**Additional Duties:**

* Requesting Veteran records
* Enrollment into VA healthcare
* Applying for Burial Benefits
* Handling transportation scheduling
* Any additional duties requested by the Superintendent

**Skills:**

* **Decision-making:** Make independent decisions on a daily basis, addressing the best way to handle specific tasks.
* **Communication and Collaboration:** Must be able to collaborate with the Superintendent, Veteran Service Officers and clients on a regular basis.
* **Organizational Skills:** Organization and prioritization are the core elements of the Administrative Assistant’s responsibilities. You must know how to keep yourself and others organized and how to determine which tasks are the most important.
* **Writing:** Spelling, punctuation, sentence structure and writing are essential to an Administrative Assistant, who must be proficient in a variety of styles

**Education Requirements:**

* Minimum High School Diploma or GED.
* Proficient in Microsoft Word, Excel, Adobe.

**Language Skills:**

* Must be able to read, write, and communicate in English.
* An understanding of Spanish would be great.
* Ability to effectively and professionally present information in one on one and small group situations to the public, co-workers, and other employees of the organization.

**Experience:**

* Minimum of 2 years’ experience working in an office environment preferably an office that works with Veterans benefits.
* Previous history working with Personal Identifiable Information.

**Physical Requirements:**

* Able to sit for long periods.
* Able to lift up to 30lbs.

**Work Environment:**

* Employee may be exposed to stressful situations.
* While performing assigned job duties, employee will be exposed to files and documents that contain PII.
* HIPPA and Privacy Act are strictly enforced.
* Employee must be able to perform all assigned job duties during normal business hours and while on call, which
* The employee may be required to perform assigned duties outside of normal business hours.

Hours of operation: Mon- Friday 8:00am- 4:00pm may include Holidays and weekends.

By signing my name below, I hereby affirm that I received a copy of this Job Description.

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Employee Signature Date