

Department: Veterans Department
Classification: Competitive
Grade: 8

SPEC DISK CF2
DOCUMENT 20

VETERANS SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for acting as a receptionist and performs clerical work involving substantial part-time operation of a typewriter. This moderately difficult clerical and typing position requires a general understanding of specific law, office rules, procedures and policies as well as an ability to meet and direct the public. The position calls for the exercise of independent judgment in the application of proscribed procedures and methods. The incumbent screens visitors to the agency and answers routine inquiries personally. The work is performed under general supervision with considerable responsibility required in handling a wide variety of requests. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists the public in obtaining appropriate services;

Answers telephone and gives out routine information;

Responds to inquiries with information on agency services;

Interviews prospective clients to determine if agency has jurisdiction;

Assists clients in selecting and completing the proper forms;

Refers clients to internal staff or agencies and assists in scheduling appointments;

Reviews client reports and files for accuracy and completeness;

Obtains statements, missing information or other documents;

Maintains a case tracking system;

Oversees and participates in the processing, sorting, indexing, recording and filing of incoming mail and a variety of control records and reports;

Prepares and edits draft correspondence and other documents and assists in the preparation review, evaluation, and analysis of a variety of reports and records specific to the program assigned;

Assists in ensuring compliance with administrative and programmatic requirements;

Monitors and manages the financial status of budgets and grants;

VETERANS SERVICES AIDE - CONTINUED

Prepares draft procedures and provides guidance on requirements for budget revisions and amendments;

Provides liaison with State Agency.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; ability to type accurately at a satisfactory rate of speed; ability to understand and carry out oral and written directions; ability to get along well with others; ability to write legibly; ability to meet and deal with the general public; clear pleasing voice and manner of speaking; clerical aptitude; mental alertness; neatness; accuracy; tact and courtesy; integrity; good judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from high school or possession of an equivalency diploma and three (3) years of clerical experience involving typing, one (1) year of which must have involved some public contact; or
- (b) Five (5) years of clerical experience involving typing, two (2) years of which must have involved some public contact; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

Created - September 27, 2010