



# VETERANS ASSISTANCE COMMISSION

**To:** All appointed and elected officials  
**From:** Veterans Assistance Commission of Winnebago County (VACWC)  
**Date:** March 29<sup>th</sup>, 2018  
**Subject:** Vacancy

**Position of Administrative Assistance Posted Until - Continuous.**  
**Application (available on-line), resume, DD214 (if applicable) and references may be submitted to the VAC office at 555 N. Court St., Ste. 300 or on-line at [vac@wincoil.us](mailto:vac@wincoil.us)**  
**Call 815-516-2850 with questions.**

## VACWC ADMINISTRATIVE ASSISTANT

**Hours:** 8am – 3pm  
**Range of Pay:** \$11.50 to \$14.00 PER HOUR, Maximum 30 hours/week

**PRIMARY PURPOSE:** Is the first point of contact for Veterans seeking financial and/or Veteran Service Officer (VSO) assistance. Provides administrative and clerical support to the VAC Superintendent and VAC direct service staff.

### BASIC JOB RESPONSIBILITIES AND EXAMPLES OF WORK:

- Greets veterans and general public to assess need and/or conduct brief interview for assistance requested
- Prepares basic forms (e.g. SF-180) to assist in the intake process or for a one-time requirement (DD214)
- Understands and applies HIPPA rules and client confidentiality to prevent release of private information
- Understands and applies Freedom of Information Act (FOIA) and Open Meetings Act (OMA) requirements
- Answer phones, provides general information, refers callers internally or directs to referral agencies
- Coordinates appointment schedules for both assistance and service officer functions and announces clients
- Keeps a record of calls, e-mails and other correspondence (MUNIS) as part of the Office Filing System
- Copies, scans & faxes documents to assist office personnel in all phases of operations
- Maintains data bases of board delegates/alternates, mails notices of VACWC meetings, prepares/posts meeting agendas, takes and prepares meeting minutes and maintains record keeping/historical file system
- Maintains inventory of office equipment, badges, keys and computer systems...advises County of IT needs
- Maintains financial, personnel and assistance records in Office File System
- Maintains policy and procedure manuals (Admin, Personnel, Financial, Assistance and Intergovernmental)
- Compiles end of month financial, assistance and VSO reports for monthly VACWC meetings
- Develops and maintains monthly, quarterly and annual reports as needed along with forms for presentations
- Monitors office supplies, reports needs and orders/replenishes supplies
- Schedules rooms for conferences or internal meetings
- Maintains a data base of housing, employment, community services to assist veteran (clients & community) and posts relevant information to bulletin board
- Other duties as assigned by the Superintendent

### EDUCATION, EXPERIENCE AND PREFERRED QUALIFICATIONS:

2 years' experience as Receptionist / Clerical / Administrative Assistant  
High School Graduate/GED, 2 yrs. college or technical training preferred  
Honorably discharged from the U.S. ARMED SERVICES or a spouse thereof

### NECESSARY SKILLS:

Has knowledge & proficiency in MS Office & computer skills in order to prepare correspondence, charts and etc.  
Knowledge & proficiency in the use of the internet, e-mails, data collection and conference calling  
Works well with others, is a team player and understands the importance of meeting deadlines  
Strong oral and writing skills to facilitate communications at various organizational levels  
Well organized, able to take independent initiative and multi-task  
Ability to plan and prioritize to meet mission objectives  
Solid problem solving abilities, flexible and reliable under demanding conditions

**Posted: March 29<sup>th</sup>, 2018**

**Expires: Continuous**

Eff: 3/24/17