



Winnebago County  
*The Wave of the Future*

## JOB POSTING

**POSITION TITLE:** Administrative Associate III

**LOCATION:** Veterans' Services

**HIRING RANGE:** \$19.24-\$21.38/Hr.

**STATUS:** PT 60%

**HOURS PER WEEK:** 24

**WORK HOURS:** 9:00 am – 3:00 pm

**APPLICATION DEADLINE:** Recruitment will be ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

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## WINNEBAGO COUNTY POSITION DESCRIPTION *January 2024*

**POSITION TITLE:** Administrative Associate III – Veterans Services

**DEPARTMENT:** Veterans' Services

**PAY BASIS:** Hourly

### **PURPOSE AND SUMMARY:**

Provides support to the County Veterans Service Office by effectively managing schedules and performing a wide variety of administrative duties. This position is routinely the first point of contact for Veterans and their families. The duties performed require considerable confidentiality, initiative, adaptability, and maturity. Much of the work is self-appointed, and requires a high degree of professionalism, motivation, and self-discipline.

### **ESSENTIAL FUNCTIONS:**

1. Performs front desk reception duties including answering the phone, taking messages, assisting clients with scheduling appointments as necessary and answering routine questions for VA benefits or general information.
2. Opens, sorts, and files daily postal and electronic mail. Keeps records of incoming and outgoing mail, phone calls, walk-ins, and appointments.

3. Acquires general knowledge of VA benefits and programs to answer basic veteran inquiries, processes benefit applications or ascertains appropriate referral to Benefit Specialist.

#### **ADDITIONAL ESSENTIAL DUTIES:**

1. Screens all veterans and widows to determine various VA and state claim eligibility and refers client to Benefits Specialist as appropriate.
2. Reviews online obituaries for veterans who have passed away and drafts correspondence to families in Winnebago County.
3. Provides secretarial support for special projects.
4. Drafts routine correspondence.
5. Maintains inventory and orders all supplies, flags, and grave markers.
6. Assists in assembling annual reports.
7. Enters data, scans documents, and updates computer database on veterans, deceased veterans, widows, and dependents.
8. Coordinates grave site flag placement program for all Winnebago County Cemeteries and assures timely payment to all Winnebago County cemeteries for the Care of Veterans Grave Perpetual Care Program.
9. Files military separation documents with the Register of Deeds office.
10. Checks all claims paperwork submittals for accuracy and document inclusion prior to forwarding to the appropriate agency.
11. Performs other related duties as may be assigned.

#### **WORK RELATIONSHIPS:**

1. Reports to Veterans Services Supervisor.
2. Works and coordinates with Veteran Benefit Specialists.

#### **REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:**

1. High school diploma required.
2. An Associate's degree or higher from an accredited institution of higher learning, preferably in administration, human services or a related field is preferred.
3. A minimum of two years' work experience performing administrative and staff support duties, including substantial experience in resolving administrative problems and inquiries.
4. Valid Wisconsin Driver's License.
5. Accreditation or obtain accreditation with the National Association of County Veterans Service Officers (NACVSO), Wisconsin Department of Veterans Affairs (WDVA) and successfully complete the Training, Responsibility, Involvement and Preparation of Claims (TRIP) online program.
6. Military background preferred, but not required.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of office terminology, practices, procedures, and equipment.
2. Computer skills including facility with Microsoft Office applications and ability to learn and use specific software utilized by the county and state.
3. Strong written and verbal communication skills including listening skills.
4. Ability to deal effectively and cordially with the public.
5. Ability to file information accurately and efficiently.
6. Ability to work with limited supervision and make minor decision in accordance with departmental policies.
7. Ability to operate various office machines and equipment.

8. Ability to read and interpret instructions.
9. Ability to type 35 words per minute.

**PHYSICAL REQUIREMENTS:**

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and locations.
5. Ability to lift 35 pounds.