

VETERANS OF FOREIGN WARS POSITION DESCRIPTION

TITLE Administrative Assistant, VFW Oregon Regional Service Office

The VFW Oregon Regional Veterans Service Office provides Claims Assistance, Support and Advice to Oregon Veteran/Clients and their families. The Service Office typically serves 100 to 200 veterans per week monitoring email, phone messages, setting appointments, etc. The Administrative Assistant is a key role in ensuring the Veteran/Client is served in a timely and respectful manner.

NATURE OF WORK:

The Administrative Assistant supports the staff of the VFW Oregon Regional Service Office by providing administrative and clerical support, reception, and scheduling to successfully carry out the duties of that office, to ensure the accurate and timely processing of the claims and appeals of Veterans. This position is in downtown Portland in the Department of Veteran Affairs Regional Office and is 3 to 4 blocks from a MAX station. A monthly Transit Stipend is provided.

TYPICAL DUTIES AND RESPONSIBILITIES:

- ❖ Perform general reception duties to include making appointments, referring claimants to proper Service Officers, Monitor the corporate email, receive all calls, screen calls, maintain call log, and take messages to ensure effective, timely response.
- ❖ Type correspondence, data entry, reports, to include proofreading, editing, printing, scanning, and mailing.
- ❖ Maintain monthly Service Office activity reports, and statistical report of annual recoveries from records. Maintain office files.
- ❖ Enter all information on awards and decisions made by the VA on a veteran's claim activity into the Vetra-Spec computer case-tracking system.
- ❖ Be responsible for incoming and outgoing mail and ensure proper distribution.
- ❖ Responsible for maintenance of adequate stock of office supplies to ensure necessary materials are on hand.
- ❖ Make copies and/or print documents for veteran/clients.
- ❖ Maintain appoint scheduling for Service Officers.
- ❖ Ensure all secure document receptacles are emptied daily and prepared for shredding.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- ❖ Position requires ability to pass Department of Veterans Affairs (VA) and Veterans of Foreign Wars (VFW) background check, and completion of VA cyber security training.
- ❖ Position does not require VFW membership eligibility, nor previous military service. No travel is required.
- ❖ Some moderate lifting (under 50 pounds), some walking, standing talking with Veteran/Clients
- ❖ High school diploma or equivalent is required. Some college preferred.
- ❖ Computer skills are required.
- ❖ Must be familiar with Microsoft Office including MS Word and Excel.
- ❖ Position requires proficient customer service or human relations (HR) skills to enable communication with general public.

SCOPE OF POSITION:

The Administrative Assistant reports directly to the State (Department) Service Officer. There is no supervisory responsibility. May make limited decisions regarding own work with latitude to decide when tasks are to be performed. Typically, decisions are made in determining task priorities as required on daily basis. Must be able to work independently and be a self-starter. Must be able to multi-task without supervision. This position requires a high level of trust and the ability to properly handle confidential information.

The Administrative Assistant:

- ❖ Greets visitors and determines the purpose of their visit.
- ❖ Ensures Veteran/Client information is entered into the tracking database.
- ❖ Introduces the Veteran/Client to the next available Service Officer
- ❖ Answers Phones, Provides General Information, Transfers Calls
- ❖ Monitors Corporate Email and provides general information
- ❖ Schedules Appointments
- ❖ Checks Mail
- ❖ Accurate Data Entry
- ❖ Prepares Reports
- ❖ Other Duties as Assigned

WORKING CONDITIONS:

Work is in a normal secure office environment.

The above duties are general in nature and are not intended to reflect all the duties which may be required of the Applicant.