



## **Administrative Secretary**

Veterans Service

VS/3  
Pay Grade: 10

### **JOB SUMMARY**

This position is responsible for providing secretarial support for the Department of Veterans Service.

### **MAJOR DUTIES**

- Answers telephone and greets visitors; provides information and assistance; refers to appropriate personnel.
- Stamps and distributes incoming correspondence.
- Prepares outgoing packages and mail for delivery.
- Prepares purchase requisitions.
- Maintains department files and records.
- Types letters for veterans, widows and dependents.
- Prepares income letters for clients.
- Prepares monthly reports for the food bank program; maintains log and processes applications; refers veterans to food bank.
- Refers veterans to a variety of community service organizations as appropriate.
- Assist veterans, widows and dependents in the completion of a variety of forms and applications.
- Maintains department office supply inventory; makes purchases as needed.
- Performs any other duties as assigned.

### **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Knowledge of computers and job-related software programs.

- Skill in prioritizing and organizing work.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

#### SUPERVISORY CONTROLS

The Veterans Service Officer assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

#### GUIDELINES

Guidelines include county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

#### COMPLEXITY/SCOPE OF WORK

- The work consists of related secretarial duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide secretarial support for department activities. Successful performance helps ensure the efficiency of department operations.

#### CONTACTS

- Contacts are typically with co-workers, other county employees, veterans and their families, vendors, and the general public.
- Contacts are typically to give or exchange information, resolve inquiries, and provide services.

#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while bending, crouching or stooping.
- The work is typically performed in an office.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Must have one to two years experience.
- Must have a high school diploma or GED from an accredited institution.

OTHER REQUIREMENT/INFORMATION

- Must possess a valid and current Texas driver's license for the type of vehicle or equipment operated.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position *is covered* by Civil Service; therefore, is subject to the Civil Service Rules and Regulations in addition to all other Webb County policies.

ACKNOWLEDGEMENT

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

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Employee's Signature

Print Name

Date

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Supervisor's Signature

Print Name

Date