

**UNION COUNTY, SOUTH CAROLINA
JOB DESCRIPTION**

Department: Veterans Affairs
Job Title: Clerk
A01 \$11.23 Hourly (20 Hours per week)

GENERAL STATEMENT OF JOB

Under general supervision, performs a variety of routine to moderately complex administrative and clerical work to assist veterans and their dependents. Maintains client records and prepares related reports. Performs other work as required. Reports to the Veterans Affairs Service Officer.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Prepares and processes a variety of forms used in obtaining benefits for veterans and their dependents from the Department of Veterans Affairs (DVA), including disability, medical, pension, death and burial, education, vocational rehabilitation, home loan and life insurance benefits; general Social Security Administration benefits, and benefits of other federal, state and local assistance programs.

Assists clients in completing required forms as necessary for the application / claims process.

Interprets policies, procedures and laws to clients.

Gathers pertinent case information through interviews, research and the corroboration of data, documentation and regulations. Verifies information received as appropriate.

Prepares and maintains case files.

Determines client eligibility for benefits; refers clients to other agencies for assistance as appropriate.

Assists in coordinating transportation for veterans to VA facilities as needed.

Assists in coordinating department activities with those of other government agencies as appropriate.

Maintains information on all current laws and regulations pertaining to veterans' benefits.

Performs other general clerical work as required, including but not limited to typing reports and correspondence, copying and filing documents, entering computer data, sending and receiving faxes, answering the telephone, etc.

Prepares and/or processes a variety of documents, including vehicle logs maintenance records, operations reports, and various forms and records, required reports and general correspondence.

Refers to policy and procedure manuals, computer manuals, benefits manuals, medical and health reference books, directories, veteran rosters, etc.

Operates a vehicle and a variety of office equipment, including a computer, fax machine, paper shredder, copier, calculator, telephone.

Uses clerical and computer supplies.

Interacts and communicates with various groups and individuals such as the immediate supervisor, other County personnel, volunteers, Veterans Administration personnel, Department of Social Services personnel, Mental Health Department personnel, nursing home personnel, medical / health care providers, Job Service personnel, financial institutions, Social Security Administration personnel, various other government agencies, vendors, and the general public.

ADDITIONAL JOB FUNCTIONS

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent supplemented by one to two years of general administrative or clerical work experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert moderate physical effort in light work, typically involving stooping, kneeling, crouching and crawling, and the lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and instruction from supervisor.

Language Ability: Requires ability to read a variety of policies and procedures, laws, codes, legal documents, benefits documentation, etc. Requires the ability to prepare reports, records, correspondence, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to learn and understand relatively complex principles and techniques; to make routine independent judgments in the absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently using legal and insurance terminology. Must be able to communicate with persons of varying educational and cultural backgrounds.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has knowledge of the methods, procedures and policies of County and department as they pertain to the performance of duties of the Veterans Affairs Clerk. Has the ability to comprehend, interpret and apply laws, codes, regulations, procedures and related information. Has excellent administrative, clerical, bookkeeping, data processing and interpersonal skills. Has the mathematical ability to handle required calculations. Is capable of producing quality work which requires constant attention to detail. Has the ability to offer assistance to clients, co-workers and employees of other departments as required. Has the ability to plan, organize and prioritize daily assignment and work activities. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling and grammar. Has knowledge of modern office practices and technology; has skill in the use of computers for word and data processing. Knows how to use and maintain a variety of office equipment, routine reports with accuracy and in a timely manner. Has knowledge of the terminology and various professional languages used within the department. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation; is able to communicate effectively with customers in confrontational or emotional situations. Knows how to react calmly and quickly in emergency situations. Is able to perform duties effectively despite frequent interruptions.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectation.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgement in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situation. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgement.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high moral among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintain a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.