

JOB TITLE: Secretary

VS/2

DEPARTMENT: Veterans Service, Rutherford County

JOB SUMMARY: This position is responsible for providing secretarial and clerical support to the department.

MAJOR DUTIES:

- o Composes and types routine correspondence.
- o Schedules appointments; takes messages for counselors.
- o Greets visitors and directs them to appropriate personnel.
- o Performs general secretarial duties, including copying documents, sending and receiving facsimiles, opening and distributing mail, answering telephones, and filing.
- o Assists in the filing of veterans and dependents benefit claims.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of modern office practices and procedures.
- o Knowledge of department policies and procedures.
- o Knowledge of Veterans Service operations and functions.
- o Skill in maintaining files and records.
- o Skill in performing basic mathematical calculations.
- o Skill in prioritizing and organizing work.
- o Skill in using a computer, copier, calculator, facsimile machine, and postage meter.
- o Skill in dealing with the public.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Veterans Service Officer assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established 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: The work consists of related administrative and clerical duties.

SCOPE AND EFFECT: The purpose of this position is to provide clerical support to the department. Successful performance contributes to the efficient operation of the department.

PERSONAL CONTACTS: Contacts are typically with co-workers, other county employees, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to exchange information and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting, standing, or stooping.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.