

**LIVINGSTON COUNTY
JOB DESCRIPTION**

ADMINISTRATIVE SPECIALIST–VETERANS SERVICES

Supervised By: Director of Veterans Services Department

Supervises: May serve as a designated leader for other administrative/clerical personnel

Department: Veterans Services

FLSA Status: Non-Exempt

Position Summary:

Under the supervision of the Director of Veterans Services, the Administrative Specialist performs the full scope of more complex administrative, records management, and clerical functions with extensive internal, public and customer service interaction. Required duties include skill in records management, bookkeeping, database upkeep, customer service, departmental website and account maintenance, and similar activities. Particular duties will be defined by the scope of assigned department activities and related administrative responsibilities. The assigned work requires a high degree of confidentiality and may require the incumbent to function as a designated lead worker.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Functions as the more senior clerical and administrative assistant to the assigned supervisor, handling more complex service issues and serving as his/her liaison to other agencies, departments, or governments for administrative and data transfer matters.
2. Often assigned to serve as the lead clerical position with responsibility for coordinating the work of others and providing instruction and guidance.
3. Responds to complaints, requests for service or informational requests in person and over the phone. Processes requests following prescribed procedures or refers inquiry to appropriate party. Recommends and develops improved service and records management approaches as appropriate.
4. Generates forms, correspondence, reports, memos, receipts, vouchers, permits, packets, agendas, and other similar documents and/or materials.
5. Monitors and assists in scheduling workload through defined systems. Communicates with field or other personnel and maintains related scheduling, work order and customer service information and databases.

6. Often responsible for communicating assignments to field personnel and coordinating service issues with other governments, agencies, and the general public.
7. Assists with budget management including responsibility for maintaining the office budget, tracking accounts, and monitoring departmental expenditures and assisting with the administrative aspects of budget preparation.
8. Reviews and ensures the accuracy and completeness of records, forms, documents, attachments, data, and other such materials. Develops more complex spreadsheets and database processes to record and analyze information.
9. Engages in bookkeeping activities ranging from simple postings to reconciling statements, preparing payroll information, maintaining accounts payable and receivable and reviewing submitted financial documents for completeness.
10. Assists the public in understanding and preparing required documents ranging from intake applications to other department-specific service materials.
11. Interacts with customers, resolves service issues, maintains related databases, and follows related procedural directives. Assists customers in obtaining required information, registration, or other service objective.
12. Required to learn specialized database software to perform the specific duties of the assigned department. Must also be proficient in all applicable Microsoft Suite applications.
13. Coordinates intake process for veteran's services applications. This task requires the knowledge and upholding the requirements for the US Department of Veterans Affairs and the County. Confirms that the submittal requirements have been met and checks for accuracy and completeness of the documents. Verifies the quality of the documents that are submitted.
14. Maintains Livingston County Veteran Services Department website content. Makes changes as needed; adds new documents.
15. Assists with commercial advertising and brand development efforts. Helps plan and execute effective strategies to promote Veteran Service programs and communications with public through traditional media outlets, social media, and County website.
16. Monitors and assists in scheduling workload through defined systems. Communicates with field or other personnel and maintains related scheduling, work order and customer service information and databases.
17. Often responsible for communicating assignments to field personnel and coordinating service issues with other governments, agencies, and the general public.
18. May receive donations and prepare donation tax write-off form for County Treasurer.

19. Will be trained in back-up duty for other Administrative Specialist or clerical positions, possibly in multiple work areas.
20. Assists in monitoring budgets including County's general and project ledgers, AR, AP, payroll, and requests for reimbursement.
21. Reconciles financial and non-financial data to prepare various monthly, quarterly, and annual reports for Michigan Veterans Affairs Agency (MVAA) and County.
22. Performs back-up duty for coordinating departmental procurement activities.
23. Maintains complete and detailed client records across multiple systems.
24. Evaluates the effectiveness of department program services and recommends changes, as needed.
25. Perform all other duties as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associate's Degree with supplementary vocational or college-level training in secretarial science, office management or similar instruction and three years of progressively more complex experience in providing clerical and administrative support.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's license.
- Notary Public Certification
- Good leadership skill and the ability to suggest new and improved office techniques as well as quickly grasp the intricacies of administrative systems for the assigned department.
- Strong working knowledge of office procedures, file setup and maintenance, math and bookkeeping principles and application and administrative support techniques.
- Skill in effectively communicating assigned areas of responsibility orally and in writing and coordinating the workload of others.

- Strong skills in proofreading, performing arithmetic calculations, maintaining accounts and records, and following and suggesting refinements to procedural systems.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Demonstrated skill and experience in the use of office equipment and technology, including Microsoft Suite applications and the ability to master particular software programs utilized by the assigned department and new technologies.
- Ability to effectively communicate with people during difficult and uncomfortable situations and explain requirements the department has.
- Skill in word processing and data entry.
- Knowledge of various databases used in the departments functionality, like Charity Tracker and Acuity.
- Ability to multi-task daily. Ability to answer phones, answer questions, and file proper paperwork.
- Considerable knowledge of bookkeeping and management of grant funds, managing and developing policies and procedures to ensure compliance with local, state, and federal regulations, writing and applying for grants, analyzing financial data, procurement procedures including writing requests for proposals, and applicable local, state, and federal laws, rules, and regulations.
- Skill in assembling and analyzing data, preparing comprehensive and accurate reports, formulating policy and service recommendations.
- Ability to attend meetings scheduled at times other than normal business hours.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view, and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee

must be mobile in an office setting, stand, sit, stoop, and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

Close vision (clear vision at 20 inches or less) to review and process documents and use computer screen

Distance vision (clear vision at 20 feet or more) to greet customers.