

## STAFF ASSISTANT (VETERANS' AFFAIRS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class participates in staff and administrative support operations in the Office of Veterans Affairs. Work involves regularly meeting with veterans and their families for purposes of intake and to provide ongoing support by providing referral to appropriate community resources and services. Responsibilities also include conducting outreach to constituents by assisting in the development and dissemination of informational materials promoting program services geared towards veterans and their families; performing general office and staff support tasks such as website maintenance; coordinating and scheduling meetings, seminars and other events; working with the Department of Technology and the County Executive's Office in the preparation of printed materials for dissemination, ordering office supplies, and performing other clerical and staff support functions to assist in office operations. Supervision is not a responsibility of this class; however incumbents may act in a lead capacity over lower-level clerical support staff, as needed. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Responds to general inquiries, letters, and telephone calls; prepares routine correspondence for review and approval, and may prepare draft responses on more complex issues, as directed;

Oversees and updates the Veterans Affairs client database with information confidential in nature;

Develops and maintains various mailing lists and databases for use with specific programs and in the creation of reports;

Keeps current on program services and upcoming events as well as community resources and community based organizations available to assist veterans and their families; makes referral based on client needs; maintains records of referrals in a client database;

Uses the client database to refer veterans and their families to the appropriate community based programs and services;

Assists staff in program and service delivery evaluation by producing a variety of reports drawn from the client database relating to services rendered to veterans through the County; various demographics; community resources, etc., as directed;

Monitors social media websites that deal with veteran's issues to gain a better understanding of current veteran's issues; updates the Office of Veteran Affairs website, as directed;

Keeps abreast of veteran's rights issues as well as laws, rules and regulations relating to veterans and their families in order to better understand the needs of this population as well as to answer general inquiries;

Maintains and updates client mailing lists; assists program staff in the dissemination of program materials, as directed;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Assists program staff by working with the Graphics division of the Department of Information Technology and the Communications division of the County Executive's office in the creation of program materials to ensure that all guidelines with respect to County's public information program are adhered to;

Assists veterans in gathering necessary documentation needed to meet various eligibility criteria for various services and programs;

Assists program staff in preparing presentations for constituent groups to promote program activities, as required;

Coordinates and schedules meetings, conferences and seminars; prepares travel authorization forms as needed;

Provides office support by ordering office supplies;

Serves as the contact with the department of Information Technology on all telephone and information system issues in the office;

Maintains contact with the Veteran's Service Administration and other agencies involved in assisting veterans to gather and compile information, as directed;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of community resources available to veterans; good knowledge of the practices of office management; knowledge of the techniques and practices of verbal and written communication; ability to research and collect information and data; ability to communicate effectively both orally and in writing; ability to develop and maintain effective relationships with constituents as well as staff from community based organizations serving veterans; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; accuracy; initiative; good judgment; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school diploma or equivalency and four years of experience where the primary function of the position was secretarial, office management, and/or staff or administrative support experience, one year of which must have involved interacting with the public.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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Job Class Code: C3238  
Job Group: VIII