



COUNTY OF ERIE
POSITION ANNOUNCEMENT
AN EQUAL OPPORTUNITY EMPLOYER

POSTING DATE: AUGUST 12, 2016

CLOSING DATE: AUGUST 26, 2016

**TITLE: CLAIMS ADMINISTRATOR /
ADMINISTRATIVE SECRETARY**

GRADE: 123

DEPARTMENT: VETERAN AFFAIRS

BARGAINING UNIT: AFSCME Clerical/Technical

ENTRY RATE: \$13.43/hour, \$26,189 /annual

HOURS PER WEEK: 37.5

**** CONDITION OF EMPLOYMENT: SELECTED APPLICANT MUST ATTEND
SEPTEMBER 2016 NACVSO TRAINING AND PASS CERTIFICATION
IN ORDER TO RETAIN EMPLOYMENT**

PROCEDURE TO APPLY: Please read the **County of Erie Job Application Procedures** before applying. Those wishing to apply for this position shall submit a County Employment Application and a Bid Form stating their qualifications to the Human Resources Department at the Erie County Court House, Room 501, Erie, PA 16501. Apply Monday - Friday, 8:30 am - 4:00 pm.

APPLICATIONS AND BID FORMS CAN BE DOWNLOADED FROM THE INTERNET BY GOING TO THE ERIE COUNTY WEB SITE AT www.eriecountypa.gov AND THEN CLICK ON JOB OPPORTUNITIES. COMPLETED FORMS CAN EITHER BE MAILED TO THE ABOVE ADDRESS OR FAXED TO 814-451-6484.

THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY.

ALL NEW HIRES ARE SUBJECT TO A CRIMINAL BACKGROUND CHECK.

MINIMUM REQUIREMENTS/QUALIFICATIONS:

High school graduate supplemented by minimum of five years bookkeeping or accounting experience. Ability to type 50 words per minute. Computer software literate in Word, Access, Outlook and Excel. A basic skills assessment test of all requirements will be conducted to verify qualifications.

DEFINITION OF CLASS:

Under minimal supervision, performs detailed administrative duties to assist claimants, whether veteran or widow of veteran, in securing benefits provided for them by law. Work requires organizational, clerical and computer skills commensurate with current office methods and procedures.

KNOWLEDGE, SKILLS, & ABILITIES:

Knowledge of Microsoft Office products. Highly competent in organizational procedures and the ability to organize while multi-tasking. Knowledge of Veterans Administration laws (which can be obtained by attending V.A. educational seminars). Ability to deal effectively with the public in a diplomatic and courteous manner.

This job requires a high level of problem-solving skills, as well as excellent written and oral communication skills. Must be able to handle claimants with professional customer service, compassion and confidentiality.

DUTIES & RESPONSIBILITIES:

Assists claimants in obtaining information pertaining to his or her claim. Assists in actual preparation of claim. Establishes and maintains file on claimant from first contact to final disposition of claim. Maintains records on deceased veterans. Prepares list of deceased veterans for veterans organizations for their use on Memorial Day. Prepares yearly summary for the County Executive and the Department of Military Affairs. Acts in the absence of the Director.

Performs secretarial and data query related duties for the Coordinator of Veterans Affairs; manages routine office correspondence; independently prepares claims forms. Responsible for developing and maintaining solid vendor relationships with funeral directors, monument companies, and other vendors as they apply to the veterans office. Screens telephone calls and responds when appropriate, receives inquiries, and requests for information on a wide variety of issues; answers questions in the absence of the Coordinator of Veterans Affairs. Automates routine office procedures by designing and implementing new and existing spreadsheets, databases, mailing lists, office forms, etc., using network supported programs on individual PCs in office. Verify incoming requests against military documents while preparing claim. Assist vendors with procurement materials such as grave markers, plaques and flags. Assists Director with public events and holiday events.

Prepares and controls correspondence, requisitions, incoming and outgoing correspondence on a variety of assigned subjects related to Veterans Affairs. Receives requests for information and routes them for necessary action. Responsible for preparing payroll and maintaining personnel records of department staff. Performs related duties as required.

Must be able to develop an excellent rapport with the State and Federal Departments of Veterans Affairs.

Acts as administrative support in coordinating the responsibilities of the office.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.