



Medina County Veterans Service Commission

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Policy: Employment	Section: Duty Description;	Number: 3.5.10
Issued: August 2009	Reviewed/Revised: January 2019	

Receptionist/Administrative Clerk FT Position Description-Classified

SUMMARY

Under direction of the Department Head/Service Officer, and is responsible for providing reception and intake services for the Medina County Veterans Service Office. The Receptionist/Administrative Clerk is responsible for greeting clients and taking intake in order to ensure operational effectiveness and efficiency. This includes maintaining office records and databases as well as all incoming correspondence. The Receptionist/Administrative Clerk also performs numerous administrative functions and may oversee all case files.

***In Accordance with the Ohio Revised Code Title 59 the applicant must be a veteran or, if a qualified veteran is not available, the spouse, surviving spouse, child, or parent of a veteran.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
2. Directs visitors by maintaining employee and department directories; giving instructions.
3. Makes and controls appointments for the office.
4. Maintains security by following procedures.
5. Maintains telecommunication system.
6. Maintains safe and clean reception area by complying with procedures, rules, and regulations.
7. Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
8. Contributes to team effort by accomplishing related results as needed.
9. Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.
10. Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public.
11. Control correspondences; Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames.
12. Assists the other office personal in performing administrative tasks and specific work duties appropriate to the department.
13. Prepares reports and types letters as needed.
14. Performs general clerical tasks (i.e., filing, making copies, data entry).
15. Performs public relations functions.
16. Excellent computer keyboard and database entry skills with a strong working knowledge of Microsoft Word, Excel, PowerPoint and Outlook, etc.
17. Ability to operate a variety of office equipment including, but not limited to, copy machines, fax machines, tape recorder, calculator, telephone, etc.
18. Strong basic mathematical skills.
19. Basic bookkeeping skills with the ability to prepare vouchers, requisitions, etc. and to track the submission and redemption of these reimbursement requests.
20. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties
21. Maintain office equipment.
22. Performs other duties as assigned.

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Basic Requirements:

Telephone Skills, Verbal Communication, Microsoft Office Skills, Listening, Professionalism, Customer Focus, Organization, Informing Others, Handles Pressure, Phone Skills, Supply Management

DAILY RESPONSIBILITIES:

1. Intake of New Clients
2. File Management
3. Phone Messaging
4. Financial Assistance Data
5. Transportation

ASSISTS WITH THE FOLLOWING:

1. Researches, reads and analyzes new material relevant to service programs and develops plans for the efficient and effective implementation and continuation of service within the office.
2. Performs investigative duties, monitoring employees, program services and program providers to assure services are being rendered.

'Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description does not constitute a written or implied contract of employment.'

Department Director: _____ Date: _____

Appointing Authority: _____ Date: _____

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	KNOWLEDGE, SKILLS, ABILITIES	PRINCIPLE DUTIES
Knowledge	<ol style="list-style-type: none"> 1) Federal, State and local laws, rules and regulations; supervisory practices; fiscal and budgetary management; 2) Public Administration; social welfare issues; program planning and development; contracts, proposals and grants; negotiation tactics; program implementation; client services programs; training and development practices; computer operations; public relations issues; 3) Business Administration; personnel practices; administrative practices; mathematics; 4) English grammar and composition; evaluation procedures. 	<ul style="list-style-type: none"> • Is familiar with and functions in accordance with the classification specifications and agency policies and procedures. • Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public. • Has general knowledge of the officer managers duties in-order to complete tasks in his/her absence (i.e., payroll duties, time maintenance) • Prepares reports and types letters as needed. • Performs general clerical tasks (i.e., filing, making copies, data entry). • Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties
Skills	<ol style="list-style-type: none"> 1) Organization; oral communication; writing; supervision; interpreting effectiveness of programs based on data, 2) Previous experience and observations; negotiation; public relations; performing computer operations; 	<ul style="list-style-type: none"> • Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public. • Control correspondences; Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames. • Strong basic mathematical skills. • Basic bookkeeping skills with the ability to prepare vouchers, requisitions, etc. and to track the submission and redemption of these reimbursement requests. • Assists the Office Manager in performing administrative tasks and specific work duties appropriate to the department. • Prepares reports and types letters as needed. • Maintains database needed for reports and division statistics. • Performs general clerical tasks (i.e., filing, making copies, data entry). • Performs public relations functions and acts as the Office Manager, Medina County Veterans Service Office in his/her absence or as assigned. • Attends required meetings and training. • Meets all job safety requirements and all

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		<p>applicable OSHA safety standards that pertain to job duties</p> <ul style="list-style-type: none"> • Maintain office equipment. • Performs other duties as assigned.
Ability	<ol style="list-style-type: none"> 1) Work with others; 2) Interpret policies and procedures; listen for problems and provide responses or explanations; 3) Understand manuals and verbal instruction; complete forms; write reports; 4) Make independent decisions; prepare proposals, contracts and grant applications; interpret laws, policies, procedures and regulations; communicate with others; 5) Research client services programs; resolve a wide range of problems; negotiate with others; extract information from various sources; 6) Work on multiple tasks/projects; comprehend a wide variety of complex technical, written material; 	<ul style="list-style-type: none"> • Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public. • Assists the Office Manager in performing administrative tasks and specific work duties appropriate to the department. • Has general knowledge of the officer managers duties in-order to complete tasks in his/her absence (i.e., payroll duties, time maintenance) • Ability to accurately type a minimum of 40 words per minute. • Excellent computer keyboard and database entry skills with a strong working knowledge of Microsoft Word, Excel, PowerPoint, etc. • Ability to operate a variety of office equipment including, but not limited to, Xerox machines, fax machines, Dictaphone, tape recorder, calculator, telephone, etc. • Performs public relations functions and acts as the Office Manager, Medina County Veterans Service Office in his/her absence or as assigned. • Attends required meetings and training. • Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties • Maintain office equipment. • Performs other duties as assigned.

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Qualifications

1. High school graduate required; an Associate’s Degree or higher, from an accredited college/university, in Administrative specialist, Secretarial Science, or related course of study preferred.
2. Five (5) years of strong secretarial experience required; experience as a Receptionist or Administrative Assistant preferred. Six (6) months experience in social services helpful.

Additional Requirements

1. Must successfully undergo BCI background check
2. Successfully complete an alcohol and drug screening
3. Possess a valid Ohio Driver’s License
4. Provide proof of eligibility to work in the United States
5. In Accordance with the Ohio Revised Code Title 59 the applicant must be a veteran or, if a qualified veteran is not available, the spouse, surviving spouse, child, or parent of a veteran.

COMPETENCIES / ESSENTIAL FUNCTIONS

1. The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. Inherently hazardous or physically demanding working conditions:
3. May encounter irate clients or individuals; may have some exposure to environmental factors (e.g., cold, excessive heat, noise, fumes, dirt, contagious diseases, unsanitary conditions, insect infestation,
5. bodily wastes, odors, common office chemicals, such as toner and correction fluid); may involve lifting up to 20 pounds Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and on a cell phone.
6. Sufficient visual acuity or other powers of observation, with or without reasonable accommodation comprehend written work instructions and to review, evaluate, and prepare a variety of written documents and text materials as well as basic computer knowledge.
7. Regularly required to stand, walk, use stairs, sit; use of hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.
8. Requires obtaining and exchanging information, referring inquiries to the appropriate source, or responding to questions from the general public.