



Veterans Assistance Commission of Kankakee County

189 E. Court Street, 4th Floor
Kankakee, IL 60901

Notice of Job Opening Administrative Assistant/Veteran Service Officer

Overview:

This position is an entry level receptionist-administrative assistant. The position involves various clerical, receptionist, interviewing, and data entry in a highly sensitive confidential environment. Employee will need to be able to work independently while working within established guidelines and procedures. Works directly under the supervision of the department head. This position has growth potential to become a Veteran Service Officer.

Essential Duties and Responsibilities:

- Greets clients and conducts brief interview
- Answers phones and directs calls accordingly
- Schedules/manages appointments for clients both with VSOs and for transportation
- Prepares daily schedule for VAC transportation
- Creates and maintains client's electronic files
- Sorts and files incoming mail
- Organizing and filing client information as well as office reports
- Outreach events – occasional nights and weekends
- Back up driver for transportation to and from Hines VA Medical Center
- Other duties as assigned

Veteran Service Officer:

- Meet with Veterans on the many benefits they may be eligible for, file claims for disability, pension, death/burial, health care and dependency
- Yearly Continuing Education Units
- Must be able to pass a Federal Background check
- Community presentations on benefits available to veterans

Financial Assistance:

- Meet individually with veterans and their spouses or their widows/widowers who seek county financial assistance
- During the appointments, responsible for completing the county claim forms for the veteran's shelter and utilities. Distribute the gift certificates for personal hygiene and food if appropriate
- Set up the appointments for financial assistance for next month based on when the county cuts the checks
- Interview new veterans who might be eligible for financial assistance
- Responsible for indigent veteran burial assistance through State Statute provision of county financial assistance
- Responsible for emergency financial assistance as provided by policy
- Work closely with Catholic Charities and VA homeless programs to make sure the veterans are accessing all programs that might be available to them as well as any other community partnerships



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Education and/or Work Experience Requirements:

- Must be a Military Veteran
- Knowledge of military branches
- Ability to organize, prioritize and track workloads while working independently
- Attention to detail
- High degree of accuracy
- Friendly and approachable to help make clients feel comfortable and welcome
- Adaptability to different personalities and situations so as to diffuse, empathize and encourage clients
- Ability to communicate effectively, orally and in writing, with other professionals, and with employees, and the general public
- Knowledge of State, County, and Federal Benefits a plus
- Must have a working knowledge of Microsoft Office and able to learn, comprehend, retain, and utilize new computer programs easily
- Must be able to type 30 wpm - accurately
- Must have basic office etiquette and must always be professional
- Ability to work independently as well as be a team player
- Mandatory understanding of Confidentiality and HIPPA regulations
- Must have a High School Diploma or equivalent
- Office experience preferred
- Must have a valid Illinois Driver's License with good driving record
- Must be a Kankakee County resident

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, and work on a computer for long periods of time
- Requires the ability to complete multiple respective tasks
- Ability to lift and carry up to ten pounds regularly and up to fifty pounds intermittently
- Ability to set up table display at events around the county

This job description is not intended to encompass every job duty or responsibility, but illustrates the basic functions. Pay will be based on knowledge and experience.

Applications:

Applications available in person at:

Veterans Assistance Commission,
189 E. Court Street, 4th Floor, Kankakee, IL 60901.

Please include DD214 and resume.