

ADMINISTRATIVE RECEPTIONIST FULL-TIME

Position: Administrative Receptionist (Full Time) (Exempt)
Reports to: Executive Director
Member of: Clermont County Veterans' Service Commission
Pay: Grade 5 Step 1 \$37,592/\$18.07hr (180 Day Probation)
Grade 5 Step 3 \$40,098/\$19.28hr (After Probation)

Job Purpose: To provide direct secretarial and administrative support to the Clermont County Veterans' Service Commission and assist with client calls, visits, correspondence and applications in a way which promotes the image of the Commission.

Key Tasks

- Answer and direct a high-volume multi-line telephone system, including transferring calls to appropriate member in office, taking messages, returning calls, and setting appointments as necessary, providing generalized information on behalf of the VSC.
- Greet all clients or visitors in a courteous manner and provide informational and directional assistance in a professional and pleasant manner when necessary.
- Intake and administration of all Emergency Financial Assistance Applications including maintenance and requesting of all approved EFA invoices and Continuous Assistance approved by CCVSC Board, Executive Director, SVSO, or VSO.
- Data entry in client software and maintenance of any associated logs that are requested from Commissioner, Executive Director, SVSO, or VSO.
- Timely track and reconcile Grocery Vouchers with current Kroger invoice to be billed.
- Assist with maintenance of departmental files pursuant to VSC records retention schedule.
- Ordering and inventory control of all flags, flag cases, grave markers, shadow boxes, ribbons and medals, any and all other necessary office supplies.
- Keeping a neat, clean and orderly appearance of lobby area. Maintaining and ordering pamphlets and informational packets located in the lobby or throughout the office.
- Assist office personnel by typing, formatting, proofing, or scanning various reports, forms, letters, VA files, military files or any other documents that are or could be requested by either a client, Commissioner, Executive Director, VSO, or Office Administrator.
- Assist Office Administrator with monthly Board meeting preparations.
Process all incoming mail to the VSC.
- Verify and/or receive deliveries for various shipments and delivery services.

- Cross train in the specific Office Administrator tasks required to maintain cross continuity between positions (i.e. Check Processing, etc.)
- Provide general assistance with any duties that are in need of any immediate attention in the absence of the Office Administrator
Input any service requests that are brought to your attention or you see yourself that are needed throughout the office.
- Assist with coordination and implementation of events hosted by the VSC in conjunction with other outside agencies and organizations.
- Other duties as assigned by the Executive Director or VSC.

Working Hours

In Office Monday -Friday 7:30 am to 4:00 pm (30 Minute Lunch)

Major Worker Characteristics:

- Veteran status as defined in Title 5901 of the Ohio Revised Code
 - Honorably discharged veterans have preference
 - In the absence of a qualified veteran, dependents of veterans will be considered
 - In the absence of a qualified veteran or dependent, all other applications will be considered
- Ability to handle complex problems and interpret written and verbal instructions.
Demonstrated communication skills both oral and written
- Proficiency in computer software and communication devices including but not limited to Microsoft Office

Benefits

The County offers a great benefits package to its full-time employees including, but not limited to:

- Health, Dental and Vision Insurance (single to family plan options to fit your needs)
- Life Insurance
- Long-term Disability
- 10 paid Holidays per year
- 15 paid sick leave days per year - unlimited carryover of unused days
- Paid Vacation
- Paid Personal Leave
- Ohio Public Employee Retirement System (employees contribute 10% of salary and employer contributes 14%)

The Clermont County Veterans' Service Commission is an Equal Opportunity Employer. (If not included elsewhere in the posting)

Please ensure a copy of the corresponding application, DD-214 if Veteran, and resume are received in our office by 2/10/2023.