Administrative Assistant

Salary
$42,057.60 - $65,852.80 Annually
Location
Gurnee, IL
Job Type
Full-Time
Department
Veterans Assistance Commision
Job Number
01100
Closing
1/13/2023 11:59 PM Central

- DESCRIPTION
- BENEFITS

General Description

Seeking Administrative Assistant to join the Veterans Assistance Commission of Lake County (VACLC) team. **The employee must be a qualified veteran, spouse of a veteran or a veteran's dependent**. A veteran is defined as any person who has been separated under honorable conditions from any branch of the armed forces of the United States after having served on active duty for at least 180 consecutive days, or by reason of disability incurred while serving on active duty, or be the dependent of an honorably discharged veteran.

Under the supervision of the Superintendent, Asst Superintendent, Chief of Staff and the Executive Assistant. This position requires a confident, secure, intelligent, public speaker, with a positive attitude that fully understands and embraces the VACLC mission and embraces the fact they are the first person that everyone sees or hears.

Essential Functions

As the Administrative Assistant at the VACLC, you will work directly with our office staff to guarantee all administrative tasks are efficiently and effectively implemented to the best of your ability to include, but not limited the following duties and responsibilities:

- Be a highly dedicated team player an acclimate to the VACLC culture, ethics, values, high customer service and mission
- Assist with basic and complex questions over the phone, in person, email or by mail
- Oversee scheduling, prepare related correspondence and determine follow-up for unresolved issues
- Fully comprehend, plan, establish and implement office methods and procedures
- Process travel receipts, mileage vouchers and P-Card Statements

- Process warrants to the county on behalf of veterans and their families
- Keep inventory of office supplies, VACLC outreach supplies, staff and delegate clothing items and order when needed
- Perform face to face and over the phone general intake of veterans and their families
- Answer correspondence pertaining to the VACLC administrative processes, provide appropriate resources, compile various statistical reports as requested
- Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure
- Always maintain a process improvement mindset to streamline all process and procedures
- You must gather, organize, analyze, examine, or evaluate data or information
- Process all data, receipts, folios, and billing for veterans and their families in VACLC Programs
- Coordinate, maintain, analyze and summarize fiscal and statistical data and prepare financial spreadsheets
- Troubleshoot and repair/schedule maintenance on office machines if not working properly
- Proactively communicate to all vendors to minimize delays or loss of service
- Must be able to multi-task while managing administrative support to several team members
- Excellent organizational and time-management skills
- Makes decisions with minor impact that affects only those in immediate work area
- Retrieve incoming mail and distribute it to the appropriate staff
- Prepare mail correspondence to be mailed and tracked
- Work with VACLC volunteers
- All other related duties as assigned

Knowledge Skills Abilities and Education Required

- Be very comfortable and knowledgeable when using Microsoft Programs to include; Word, Excel, Outlook, making appointments, and using the calendar. Other programs you must be familiar with is Teams, Zoom, Webex, One Base, and VetraSpec. If you are not familiar with VetraSpec, you will be trained on how to use it.
- Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of supplies of high value or moderate amounts of money.
- Effective and understood communicator that can comprehend written dialog, must be able to read, write, and speak both formally or informally and effectively to all people.
- All applicants must have a High School Diploma/GED and an Associate Degree or at a minimum, equivalent experience in customer service for a minimum of three years. Please provide all licenses, certifications, and

registrations to professional, state, or federal licenses, certifications, or registrations required to enter the position.
- Applicant will perform mandatory online training on HIPPA, Cyber Security and office Policies and Procedures.

Supplemental Information

Physical Requirements:

- Physical demands refer to the requirements for physical exertion and coordination of limb and body movement. You are required to perform moderate dexterity in operating machinery, tools, or office equipment.
- Requires light to medium work involving standing, walking some of the time, walking up and down stairs, and exerting up to 20 pounds of force on a regular basis when ordering and stocking paper.
- Unavoidable hazards refer to unusual conditions in the work environment that may cause illness or injury. This position is exposed to contact to people from all walks of life on a day to day basis. Office temperatures can range from extreme heat to cold.
- Sensory requirements refer to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently. The position requires normal visual acuity and field of vision, hearing and speaking abilities.

Supplemental Information:

- The employee must be a citizen of the United States.
- Attire is expected to be business casual and formal attire for certain outreach events or meetings.
- Must have reliable transportation and be punctual. Must be able to attend outreach events occasionally including evenings and weekends when required.
- Lake County offers a competitive salary and benefit package. We also offer flexible work hours, and a comprehensive wellness and training program.
- Visit our website at vaclc.org to obtain additional information about what our team does.
- Employment is contingent of successful completion of a drug and alcohol screening and may include a pre employment medical exam, completing VACLC house training, and completing VACLC six to twelve-month probationary period.
- VACLC is committed to be a diverse and inclusive workplace and is proud to be an equal opportunity employer (EEO).
- Remote work and overtime incentives may be authorized at the discretion of the executive staff.
- The safety of others refers to the responsibility for all staff and all other people's safety, either inherent in the job or to assure the safety of the general public in the VACLC Office or during any outreach event you participate in. This position requires some responsibility for safety and health

of others and/or for occasional enforcement of the standards of public safety or health.

- Lake County is an Equal Opportunity Employer. ADA requires the VACLC to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with executive staff.

Agency
Lake County
Department
Veterans Assistance Commision

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