

2019 PROGRAM SPECIFICATION
Premier Solutions Group

PROGRAM #: 801

STANDARD PROGRAM: Veteran's Office Admin Assistant

TARGET POP: Veteran's Services

YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: Monday – Friday, 8:00 a.m. – 5:00 p.m.

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Civil Rights/Affirmative Action Policies
- Criminal background checks for staff
- Drug screening, driver's license checks and reference checks
- Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
- Payment of all wages, payroll taxes, worker's compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
- Fair Labor Standards Act
- Withholding payroll taxes, paying unemployment insurance, worker's compensation and social security contributions
- Complete performance evaluations and discipline and maintain employment records
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- All Provider external vacancies shall be advertised on JobCenterofWisconsin.com and Indeed.com

PROGRAM DESCRIPTION:

Veteran's Office Administrative Assistant
.5 FTE

Basic Function

To perform responsible office work and serve as Administrative Assistant to the County Veterans' Service Officer (CVSO).

Essential Duties

1. Assist veterans and their dependents in the preparation of forms necessary to receive benefits and forward to the appropriate offices.
2. Perform clerical tasks such as create and type documents, reports, memos, notices and letters to include transcribing meeting minutes.
3. Answer incoming calls and routine questions in regards to veterans' benefits and programs.
4. Schedule and coordinate veterans' office appointments and meetings.
5. Prepare agendas, reports, and make arrangements for committee meetings and boards.
6. Scan and upload veterans' records and information into VetraSpec system.
7. Assist veterans in processing online related veterans' benefits.
8. Authorize transportation tickets for veteran's medical appointments.
9. Perform other related veterans office work as requested.
10. Become accredited with State and National Service organizations for claim completion

Supervision Received

Receives direct supervision from the Veterans Service Officer.

Qualifications

- High School diploma or GED and three (3) years related experience providing administrative assistance support.
 - Proficient in the use of Microsoft Word or comparable word processing applications.
 - Passing scores on OPAC's Vendor Data Entry, Basic Math, Alphabetic Filing and Transcription tests.
- *Or any equivalent combination of education, training and experience, which provides the requisite knowledge, skills and abilities.

Knowledge, Skills and Abilities

- Military veterans preferred.
- Ability to effectively communicate orally and in writing and handle multiple tasks.
- Ability to deal effectively with veterans, other employees, elected officials, and the public.

EVALUATION OUTCOMES:

1. 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County Human Services.
2. 90% of vacancies will be filled within 60 days of initial posting.
3. 90% of employees will maintain a position within Racine County Human Services for the calendar year, maximizing employee retention.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.