

**INGHAM COUNTY  
JOB DESCRIPTION**

**VETERANS CLERK/TRUST FUND AGENT**

**General Summary**

Under the supervision of the Director-Veterans Affairs, serves as receptionist to the Veterans Affairs Office and provides support to the office by typing forms, reports, correspondence and other materials, entering data to the computer, maintaining activity and financial statistics, and databases, and performing related functions. Assists the Director in operating the Veterans Trust Fund by reviewing completed applications, scheduling cases before the Veterans' Trust Fund Committee, presenting the claim to the Committee, preparing and sending out the determination letter, and maintaining Trust Fund records.

**Essential Functions**

1. Receives, screens, and routes telephone calls, determines information that can be released, and determines matters needing the attention of a Service Officer, Vocational or Rehabilitation Counselor, Employment Associate, a Counselor from the Vet Counseling Center, or whether referral to another agency is appropriate. Explains departmental policies and procedures and the necessary documentation required.
2. Assists walk-in clients by ascertaining needs, explaining departmental services and policies, initiating applications or other forms, or making referrals to an appropriate agency.
3. Provides secretarial support including maintaining office filing systems, scheduling meetings and appointments, assembling reports, and related tasks.
4. Assists in organizing and maintaining veterans record systems. Processes various administrative records, enters data to computerized veterans information system, and maintains office filing systems. Performs client screens on new clients, includes entering the name, social security number, and dates of service. Updates the data activity screen on each client's contact with the Veterans Affairs Office.
5. Schedules van appointments for veterans being transported to medical centers, inputs data on travel pay, and records clinics used by veterans.
6. Maintains and drafts required reports and documentation for the department.
7. Assists the Director in operating the Michigan Veterans Trust Fund to assist veterans and dependents with emergency needs for housing, food, utilities, prescriptions, transportation and other needs.

8. Coordinates the application process for relief funds to veterans, including coding in veteran data to the computer and delivering the application to a Service Officer for completion and collection of supporting documentation.
9. Attends Veteran's Trust Fund Committee meetings and provides list of veterans seeking relief funds to Committee members. Presents the applications, providing a factual account of each claim. Records minutes of the meeting.
10. Records Trust Fund Committee decisions on applications, prepares and mails notices of determination to veterans applying for assistance, includes notification on the approval or denial of claim and dollar amount of grant.
11. Prepares vouchers for payment of Trust Fund bills, enters information to records, and maintains accounting ledger. Maintains Trust Fund records and submits required reports and documentation to the State. Prepares a monthly final report and submits to County Treasurer.
12. Maintains stock of veteran informational pamphlets and orders pamphlets from Veterans Affairs regional office when necessary.
13. Processes outgoing mail, and receives incoming postal and departmental mail, sorts and distributes.

#### **Other Functions**

14. None listed.

*The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.*

#### **Employment Qualifications**

**Education:** High school graduation or equivalent, prefer some advanced coursework in word processing and bookkeeping.

**Experience:** One year of experience in a secretarial/office administrative capacity including dealing with the public, PC computer applications, and word processing functions.

#### **Other Requirements:**

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or*

*promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*

**Physical Requirements** *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

Ability to access various files.

Ability to operate copying machine and other office equipment.

Ability to enter and access information to the computer.

**Working Conditions:**

Works in office conditions.

Exposure to individuals with various emotional/mental problems.

