

## **POSITION DESCRIPTION COUNTY OF CASS, INDIANA**

**POSITION:** Mailroom Manager/Switchboard/Secretary  
**DEPARTMENT:** Veterans' Services  
**WORK SCHEDULE:** 8:00 a.m. – 4:00 p.m., M-F  
**JOB CATEGORY:** COMOT (Computer, Office Machine Operation, Technician)

**DATE WRITTEN:** March 2010  
**DATE REVISED:**

**STATUS: Part-Time**  
**FLSA STATUS: Non-exempt**

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Cass County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Mailroom Manager/Switchboard/Secretary for the Cass County Veterans' Service Office, responsible for providing assistance and information to eligible veterans, their spouses, dependents and/or survivors and assisting the public.

**DUTIES:**

Assists the Veterans' Service Officer in the performance of his/her duties.

Assists veterans, their spouses, dependents and/or survivors with correct forms and/or documentation for further conferences with Veterans Service Officer.

Records deaths of veterans and mails letters to spouses regarding benefits and application procedures.

Coordinates transportation needs of veterans for scheduled appointments at community based outpatient clinics and Veterans' Affairs Medical Centers (VAMC).

Calculates CVS0 travel, insurance, and payroll, and completes related vouchers. Transfers and records funds on budgets and expenses for payroll, supplies, travel, contractual services, postage, and solid waste accounts.

Computerizes County veterans' listings, updating files, and assisting with forms, letters, and clients.

Processes daily incoming and outgoing mail.

Performs duties of Mailroom Manager and Switchboard Operator for Cass County Government.

Performs related duties as assigned.

## **I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

High school diploma or GED.

Working knowledge of rules, regulations, policies, procedures and legal aspects of all phases of Veterans Administration benefits and service programs, and ability to implement such policies to meet the needs of veterans.

Familiarity with community resources and services available to veterans and their dependents from local agencies, groups and organizations, with ability to make referrals and assist veterans/dependents with obtaining resources/services as needed.

Working knowledge of standard office procedures and computer software applications used by the department, with ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare correspondence and complete a variety of forms.

Knowledge of standard filing systems and ability to maintain accurate and complete files and records.

Ability to properly operate standard office equipment, including computer, calculator, copier, fax machine, postage meter, switchboard, and telephone.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to effectively communicate orally and in writing with co-workers, other County departments, Veterans Administration, other government agencies and organizations, community groups, veterans' hospitals and medical clinics, veterans and their spouses/dependents/survivors, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to understand, memorize, retain, and carry out oral or written instructions, compile, collate and classify data, and present findings in oral or written form.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks at the same time.

Ability to apply knowledge of people and locations and plan and layout assigned work projects.

Ability to perform essential functions and duties of Mailroom Manager and Switchboard Operator for Cass County Government.

Ability to perform basic arithmetic operations.

Ability to occasionally work extended hours during tax season.

Possession of a valid Indiana driver's license and demonstrated safe driving record.

## **II. RESPONSIBILITY:**

Incumbent performs duties according to a flexible, customary routine with priorities primarily determined by service needs of the veterans and/or their families. Incumbent receives general supervision with assignments guided by broad policies and/or general objectives, referring to supervisor when interpretations of department policies and procedures are thought necessary. Periodically, decisions are made in the absence of specific policies and procedures, and/or guidance from supervisor. Errors in work are primarily detected or prevented through procedural safeguards. Undetected errors could result in inconvenience to other agencies or public.

## **III. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other County departments, Veterans Administration, other government agencies and organizations, community groups, veterans' hospitals and medical clinics, veterans and their spouses/dependents/survivors, and the public for purposes of exchanging information and rendering service.

Incumbent reports directly to Veterans' Service Officer and/or County Commissioners.

## **IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a standard office environment, involving sitting/walking at will, sitting/standing/walking for long periods, lifting/carrying objects weighing less 25 pounds, bending, reaching, close vision, keyboarding, speaking clearly, hearing sounds/communication, and handling/grasping/fingering objects. Incumbent occasionally works extended hours.

## **APPLICANT/EMPLOYEE ACKNOWLEDGMENT**

The job description for the position of Mailroom Manager/Switchboard/Secretary describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?  
Yes\_\_\_\_\_ No\_\_\_\_\_

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Applicant/Employee Signature

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Date

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Print or Type Name