

**Volunteers of America Oklahoma  
Job Description**

Title: Veteran Services Program Assistant  
FLSA Classification: Non-Exempt  
Career Band: Support (S1-S2)  
Department: Veteran Services  
Reports to: Director of Veteran Services

**Job Summary:**

The Veteran Services Program Assistant will provide the organization with the administrative and clerical support necessary to run an efficient office and provide clerical support and assistance to the Volunteers of America of Oklahoma management team.

**Job Duties:**

1. Greet callers and visitors in a professional manner.
2. Maintain a positive public image to callers and visitors.
3. Provide effective clerical and administrative support.
4. Maintain office equipment, mail documents/packages, and copy as needed.
5. Order supplies and maintain adequate inventories.
6. Develop and maintain organized Veteran Services files.
7. Data collection and entry of all client information.
8. Assist with grant billing administration.
9. Organize all client data for reporting purposes.
10. Other duties as assigned.

**Qualifications:**

- High school diploma/GED.
- A minimum of 1 year experience as an Administrative Assistant.
- 18 years of age or older.
- Must have and maintain a working telephone contact number.
- Possess a valid Social Security Card.
- Possess a valid Oklahoma Driver's License.
- Have reliable transportation.
- Proof of current car insurance (your name must be on the policy).
- Maintain an acceptable driving record, Oklahoma State Bureau of Investigation criminal history checks, and Community Service Registry Record checks.
- Ability to handle sensitive issues while protecting others' welfare.
- Ability to exercise patience, understanding, creativity, and flexibility.

- Ability to organize and prioritize work.
- Basic MS Excel skills (basic formulas, formatting, etc.) and good computer aptitude.
- Ability to establish and maintain effective working relationships with supervisor, co-workers, persons from other departments and vendors.
- Detailed oriented.
- Able to work independently.
- Conscientious about timeliness of assignments and quality of work product.
- Excellent customer service skills.
- Excellent written and verbal communication skills.
- Competent user of MS Office Suite applications (Excel, Outlook, Word, PowerPoint, etc.
- Strong interpersonal skills to build relationships with employers and manage employer accounts.
- Veteran or member of a veteran family a plus.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is required to walk, stand, sit for prolonged periods, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move objects weighing up to 10 pounds and occasionally lift or move objects weighing up to 50 pounds. Frequent pushing and pulling and driving are also required.

Certification of Understanding:

The company reserves the right to revise or change job duties as business needs dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment. It is understood the company reserves the right to change the work schedule as required, to include overtime.

I have read and understand this job description and the professional expectations of the position. I acknowledge this description provides a representative summary of the major duties and responsibilities of the position and that other job related tasks may be assigned by my supervisor.

**This position is subject to random drug testing. Refusal to take a drug and/or alcohol test will be grounds for immediate dismissal.**

I also understand and recognize that I retain the option, as does Volunteers of America Oklahoma, to end my employment at any time, with or without notice and with or without cause. As such, your employment with Volunteers of America Oklahoma is at-will and neither this job description nor any other oral or written representations may be considered a contract for any specified period of time.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee printed name: \_\_\_\_\_