



Medina County Veterans Service Commission

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Policy: Employment	Section: Duty Description	Number: 3.5.12
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Intake Specialist

Position Description-Classified

SUMMARY

Under direction of the Office Manager/Administrative Assistant and is responsible for providing reception and intake services for the Medina County Veterans Service Office. The Intake Specialist is responsible for greeting clients and intaking personal information to ensure operational effectiveness and efficiency. This includes maintaining office records and databases as well as all incoming correspondence. The Intake Specialist also performs numerous administrative functions and may oversee all case files.

***In Accordance with the Ohio Revised Code Title 59 the applicant must be a veteran or, if a qualified veteran is not available, the spouse, surviving spouse, child, or parent of a veteran.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. Welcomes visitors by greeting them, in person or on the telephone or other electronic means, answering or referring inquiries.
2. Directs visitors by maintaining employee and department directories, giving instructions.
3. Makes and controls appointments for the office.
4. Maintains security by following procedures.
5. Maintains telecommunication system.
6. Maintains safe and clean reception area by complying with procedures, rules, and regulations.
7. Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
8. Contributes to team effort by accomplishing related results as needed.
9. Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.
10. Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public.
11. Control correspondences; Returns phone calls and electronic correspondence in a timely manner, adhering to agency policy and time frames.
12. Assists the other office personal in performing administrative tasks and specific work duties appropriate to the department.
13. Prepares reports and types letters as needed.
14. Performs general clerical tasks (i.e., filing, making copies, data entry).
15. Performs public relations functions.
16. Excellent computer keyboard and database entry skills with a strong working knowledge of

Microsoft Word, Excel, PowerPoint and Outlook, etc.

17. Ability to operate a variety of office equipment including, but not limited to, copy machines, fax machines, tape recorder, calculator, telephone, etc.
18. Strong basic mathematical skills.
19. Basic bookkeeping skills with the ability to prepare vouchers, requisitions, etc. and to track the submission and redemption of these reimbursement requests.
20. Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties
21. Maintain office equipment.
22. Performs other duties as assigned.

Basic Requirements:

Telephone Skills, Verbal Communication, Microsoft Office Skills, Listening, Professionalism, Customer Focus, Organization, Informing Others, Handles Pressure, Phone Skills, Supply Management

DAILY RESPONSIBILITIES:

1. Intake of Clients
2. File Management
3. Phone Messaging
4. Financial Assistance Data
5. Transportation

ASSISTS WITH THE FOLLOWING:

1. Researches, reads and analyzes new material relevant to service programs and develops plans for the efficient and effective implementation and continuation of service within the office.
2. Performs investigative duties, monitoring employees, program services and program providers to assure services are being rendered.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description does not constitute a written or implied contract of employment.

Department Director: _____ Date: _____

Appointing Authority: _____ Date: _____

	KNOWLEDGE, SKILLS, ABILITIES	PRINCIPLE DUTIES
Knowledge	<ol style="list-style-type: none"> 1) Federal, State and local laws, rules and regulations; supervisory practices; fiscal and budgetary management; 2) Public Administration; social welfare issues; program planning and development; contracts, proposals and grants; negotiation tactics; program implementation; client services programs; training and development practices; computer operations; public relations issues; 3) Business Administration; personnel practices; administrative practices; mathematics; 4) English grammar and composition; evaluation procedures. 	<ul style="list-style-type: none"> • Is familiar with and functions in accordance with the classification specifications and agency policies and procedures. • Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public. • Has general knowledge of the officer managers duties in-order to complete tasks in his/her absence (i.e., payroll duties, time maintenance) • Prepares reports and types letters as needed. • Performs general clerical tasks (i.e., filing, making copies, data entry). • Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties
Skills	<ol style="list-style-type: none"> 1) Organization; oral communication; writing; supervision; interpreting effectiveness of programs based on data, 2) Previous experience and observations; negotiation; public relations; performing computer operations; 	<ul style="list-style-type: none"> • Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public. • Control correspondences; Returns phone calls and correspondence in a timely manner, adhering to agency policy and time frames. • Strong basic mathematical skills. • Basic bookkeeping skills with the ability to prepare vouchers, requisitions, etc. and to track the submission and redemption of these reimbursement requests. • Assists the Office Manager in performing administrative tasks and specific work duties appropriate to the department. • Prepares reports and types letters as needed. • Maintains database needed for reports and division statistics. • Performs general clerical tasks (i.e., filing, making copies, data entry). • Performs public relations functions and acts as the Office Manager, Medina County Veterans Service Office in his/her absence or as assigned. • Attends required meetings and training. • Meets all job safety requirements and all

		<p>applicable OSHA safety standards that pertain to job duties</p> <ul style="list-style-type: none"> • Maintain office equipment. • Performs other duties as assigned.
Ability	<ol style="list-style-type: none"> 1) Work with others; 2) Interpret policies and procedures; listen for problems and provide responses or explanations; 3) Understand manuals and verbal instruction; complete forms; write reports; 4) Make independent decisions; prepare proposals, contracts and grant applications; interpret laws, policies, procedures and regulations; communicate with others; 5) Research client services programs; resolve a wide range of problems; negotiate with others; extract information from various sources; 6) Work on multiple tasks/projects; comprehend a wide variety of complex technical, written material; 	<ul style="list-style-type: none"> • Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public. • Assists the Office Manager in performing administrative tasks and specific work duties appropriate to the department. • Has general knowledge of the officer managers duties in-order to complete tasks in his/her absence (i.e., payroll duties, time maintenance) • Ability to accurately type a minimum of 40 words per minute. • Excellent computer keyboard and database entry skills with a strong working knowledge of Microsoft Word, Excel, PowerPoint, etc. • Ability to operate a variety of office equipment including, but not limited to, Xerox machines, fax machines, Dictaphone, tape recorder, calculator, telephone, etc. • Performs public relations functions and acts as the Office Manager, Medina County Veterans Service Office in his/her absence or as assigned. • Attends required meetings and training. • Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties • Maintain office equipment. • Performs other duties as assigned.

Qualifications

1. High school graduate required; an associate degree or higher, from an accredited college/university, in Administrative specialist, Secretarial Science, or related course of study preferred.
2. Three (3) years of strong secretarial experience required; experience as an Intake Specialist, Receptionist or Administrative Assistant preferred. Six (6) months experience in social services helpful.

Additional Requirements

1. Must successfully undergo BCI background check
2. Successfully complete an alcohol and drug screening
3. Possess a valid Ohio Driver’s License
4. Provide proof of eligibility to work in the United States
5. In Accordance with the Ohio Revised Code Title 59 the applicant must be a veteran or,

if a qualified veteran is not available, the spouse, surviving spouse, child, or parent of a veteran.

COMPETENCIES / ESSENTIAL FUNCTIONS

1. The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. Inherently hazardous or physically demanding working conditions:
3. May encounter irate clients or individuals; may have some exposure to environmental factors (e.g.,
4. cold, excessive heat, noise, fumes, dirt, contagious diseases, unsanitary conditions, insect infestation,
5. bodily wastes, odors, common office chemicals, such as toner and correction fluid); may involve lifting up to 20 pounds. Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and on a cell phone.
6. Sufficient visual acuity or other powers of observation, with or without reasonable accommodation to comprehend written work instructions and to review, evaluate, and prepare a variety of written documents and text materials as well as basic computer knowledge.
7. Regularly required to stand, walk, use stairs, sit; use of hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.
8. Requires obtaining and exchanging information, referring inquiries to the appropriate source, or responding to questions from the general public.

MACHINES AND EQUIPMENT

This employee will be required to operate a computer, calculator; telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee occasionally is required to stand, walk, stoop, kneel, crouch, or crawl, climb or balance, lift up to twenty-five pounds; will regularly be required to reach with hands and arms; and will frequently be required to sit. Use hands to finger, handle, or feel, and to talk or hear. Special vision requirements include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those all-employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to outdoor weather conditions. The noise level for this environment is moderate.

DRUG FREE WORKPLACE POLICY

1. The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance or alcohol is prohibited in the workplace of County Government.
2. Sanctions to be taken against employees for violation of this policy shall result in appropriate personnel action, up to and including discharge and/ or as an alternative, requiring employee participation, in an approved drug abuse assistance or rehabilitation program. These actions shall be in accordance with the Medina County Commissioners and Veterans Service Commission's Personnel Policy Manual.

Medina County offers a competitive 'benefits and compensation package. Employee benefits include the following:

- Excellent Medical, Dental, Vision & Prescription Insurance options
 - Life Insurance and Short-Term Disability programs
 - No-cost Flex-spending Account (Section 125) Tax-Savings Plan
 - Paid holidays, vacation, and sick leave benefits
 - Excellent Ohio Pension/Retirement Plan (OPERS)
 - Employee Wellness Program
 - On-going professional training and development programs
 - Deferred Compensation Plan options
 - Free Parking
3. Hours 40 per week
 4. Salary per hour based on experience

(Medina County Veterans Service Commission is an Equal Employment Employer. We consider applicants for all positions without regards to race, color, national origin, sex, age, disability, marital status, religion, or any other legally protected status).