



## King County

Invites Applications for the Position of:

### King County Veterans Program Administrative Specialist II

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:** 11/28/18 12:00 AM (GMT -8:00)

**CLOSING DATE/TIME:** 12/11/18 11:59 PM (GMT -8:00)

**SALARY:** \$20.87 - \$26.45 Hourly

**LOCATION:** Veterans - Belltown, 2106 - 2nd Avenue, 1st Floor, Seattle, WA 98121

**JOB TYPE:** Career Service, Full Time, 40 hrs/week

**DIVISION:** Department of Community & Human Services

**JOB NUMBER:** 2018AM8994

**SUMMARY:**

**The Department of Community and Human Services (DCHS) values diverse perspectives and life experiences. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans and those with lived experience.**

The Department of Community and Human Services (DCHS) provides equitable opportunities for people to be healthy, happy, self-reliant, and connected to community. This position will provide administrative support and be part of the King County Veterans Program (KCVP) team that provides direct services to veterans and their families. At times, the veterans may be in crisis.

**Who May Apply:** This position is open to all qualified applicants who meet the minimum requirements. DCHS values diverse perspectives and life experiences. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans and those with lived experience.

**Work Schedule:** This position is scheduled to work 40 hours per week, typically 8:00 a.m. – 5:00 p.m., Monday through Friday, and is overtime eligible with pre-approval from the supervisor. This position is not represented.

**Required Materials:** Candidates who wish to be considered for this position must submit an online King County application and respond to the supplemental questions.

**Recruiter:** Anne Masters: [anne.masters@kingcounty.gov](mailto:anne.masters@kingcounty.gov)

**JOB DUTIES:**

- Receive and greet customers and visitors in a professional and confidential manner, in person and over the phone at the King County Veterans Program's Belltown office;
- Interview customers to identify documentation requirements and/or services needed;
- Provide program specific information to customers and partners that requires understanding established Veterans Program policies and procedures;
- Apply Veterans Program requirements when working with customers, including initial triage and referrals;
- Ensure that information, activities and outcomes are accurately entered into databases;
- Monitor occupancy and notify caseworkers and partners of vacancies in KCVP contracted shelter beds;
- Maintain a clean, operational, and welcoming lobby and computer center, and ensure availability of relevant fliers, pamphlets, and information;
- Apply funding source-specific eligibility requirements when reviewing client applications and auditable back-up documentation to certify client eligibility;
- Maintain inventory and auditable documentation of financial client resources such as grocery, gas, transportation, and incidental gift cards;
- Assist in processing vouchers and payments for landlords and vendors submitted by KCVP caseworkers, to include verifying Tax ID information and database entry;
- Assist in processing financial reports and credit card receipts for client expenditures;
- Maintain inventory, order, collect and distribute supplies for clients and staff;
- Order supplies and arrange limited logistics for community events that KCVP hosts or participates in;
- Assist in organizing data, forms, and files on KCVP networked drives, and scan and file documents for electronic record keeping;
- Collaborate with multiple social workers and social services professionals and provide technical assistance to staff in preparation and completion of paperwork, financial instruments, and written correspondence;
- Schedule appointments and manage multiple Outlook calendars for Social Services Professionals and Social Workers on site, and also schedule appointments for onsite partners, and correspond with the partners regarding pending client appointments and cases;
- Prepare reports and general correspondence;
- Assist Administrative Specialist III in office responsibilities;
- Perform other related duties as assigned.

**EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

Successful candidates for this position will have:

1. At least two years of previous administrative experience;
2. At least one year of previous professional, volunteer, or lived experience working with veterans, or supporting organizations that support veterans, or disadvantaged populations;
3. Well-developed skills in conflict resolution and de-escalation;

4. Intermediate proficiency operating a variety of office equipment and software such as copiers, faxes, multi-line phones, audiovisual meeting systems, computer systems, and collaboration tools;
5. Intermediate proficiency in the Microsoft Suite, including Word, Excel and Outlook;
6. Proficiency working with databases, including entering data, conducting searches, running reports, and ensuring data quality;
7. Ability to perform numerical calculations involving accounts payable, accounts receivable, reconciling accounts, monitoring expenditures, inventory, or similar;
8. Demonstrated organizational skills for maintaining computerized and manual record-keeping systems;
9. Demonstrated ability to prioritize workload, and to work under pressure with tight timelines and changing priorities;
10. Demonstrated and well-developed interpersonal and customer service skills in previous roles, with the discretion, confidentiality, patience, courtesy, tact, and professionalism to serve low-income veterans in person and over the phone;
11. Demonstrated superior ability to work well in a team environment and initiative to work independently;
12. Ability to be flexible and accept a wide-variety of tasks to support a changing and fast-paced environment;
13. A valid Washington State Driver's License or the ability to travel around the county in a timely manner.

**DESIRED QUALIFICATIONS:**

- Interest in supporting a team that assists veterans in improving housing, financial, health, mental health, legal, substance abuse, family, social, and employment stability;
- Knowledge of veteran resources and organizations, and community service resources;
- Experience in client service offices handling sensitive information, such as justice, medical, behavioral health, or social services offices;
- Customer service experience working with people facing life challenges such as mental health, PTSD, TBI, substance abuse, physical disability, justice involvement, homelessness, unemployment, poverty, or other obstacles.

**Note: Online applications are preferred. However, if you cannot apply online, go to [www.kingcounty.gov/jobs](http://www.kingcounty.gov/jobs) for other options.**

**If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.**