

DEPARTMENT OF VETERANS' AFFAIRS
JOB OPPORTUNITY
OFFICE ASSISTANT
OFFICE OF ADVOCACY AND ASSISTANCE

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Candidates on a current examination list for Office Assistant.

Location: Rowland State Government Center, 55 West Main St., Suite 140, Waterbury

Job Posting No: 3030

Hours: 7:30 a.m. – 4:00 p.m.

Salary: \$37,429 - \$49,108

Closing Date: May 21, 2013

Eligibility Requirement: Candidates must have applied for and passed the Office Assistant exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

Description of Duties: This position is assigned to the Waterbury Office of the Office of Advocacy and Assistance and requires heavy telephone contact along with personal contact with veterans and/or their families. Duties include answering general questions; typing all documents and forms to process veteran claims; maintaining nursing and assisted living facility files; maintaining all district active and inactive claim files; maintaining Medicaid recovery forms; additional duties as assigned.

Knowledge, Skills and Abilities: Knowledge of office systems and procedures; strong oral and written communication skills; skill in performing arithmetical computations; ability to handle and count money; ability to read, comprehend and apply laws, policies and procedures; interpersonal skills; ability to examine documents for completeness and accuracy; ability to operate personal computer, includes personal computers, computer terminals and other electronic automated equipment; ability to operate office suite software; ability to schedule and prioritize workflow; ability to read and interpret complex instructions; ability to communicate directly with customers while reviewing and processing customer transactions.

General Experience: Two (2) years' general clerical work experience.

Preferred Experience: One (1) year of clerical experience where majorities of the time involved face-to-face contact with the general public involving personal explanation or interpretation of products, policies, procedures, OR, one (1) year of telephone customer service where the primary responsibility included providing information explaining programs/services or resolving problems.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, and a State Application for EmploymentCT-HR-12 (state employees should also send a copy of their last two performance appraisals) to:

Department of Veterans' Affairs
287 West St.
Rocky Hill, CT 06067
860-616-3536
Marge.Mancini@ct.gov

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.