

4 August 2023

Position: VA Work Study Internship

Number of Vacancies: 4

Hours: Must develop a reliable schedule throughout each semester, max. 25 hours a week

Salary: California Min Wage, currently \$15.50/hour, tax free (paid by VA)

Job Description:

- Act as a receptionist; answer the telephone and wait on the general public, giving information on department and assigned program policies and procedures.
- Perform a wide variety of clerical work including filing, checking and recording information records.
- Enter, modify and retrieve data in local, and national computer systems such as VetPro.
- Receive, sort and distribute incoming and outgoing mail.
- May act as secretary as necessary.
- Build and maintain positive working relationships with co-workers, other County employees and the public using principles of good customer service.
- Type, proofread and process a variety of documents.
- Issue, receive, and process various forms.

Knowledge of:

- Principles and practices of customer service and reception.
- English usage, spelling, grammar, and punctuation.
- Office methods and equipment including filing and computer systems.
- Organization, procedures and operating details of the County department to which assigned.

Ability to:

- On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist and reach office equipment; write or use keyboard to communicate through written means; perform simple grasping and fine manipulations; lift light weight.
- Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures to the public and staff.
- Learn the organization, procedures and operating details of the County department to which assigned.
- Use word processing equipment.
- Understand and carry out both oral and written directions.
- Establish and maintain effective working relationships with staff and customers.