

**VETERANS OF FOREIGN WARS
POSITION DESCRIPTION**

TITLE : Administrative Operations

DEPARTMENT: State HQ, Department of IL, VFW

Approved: 4/20/2022

Date Eff. 4/20/2022

NATURE OF WORK:

The Administrative Operation (AO) provides general day-to-day administrative support to the State HQ, Department of IL VFW, State Officers and state staff to ensure the Department effectively supports the Members, Posts, Districts, and Chairpersons, promotes the purpose of the VFW and department objectives are met. Provides full administrative support as required including maintenance of office files, supply orders, hotel reservations, data entry, typing memos and directives, tracking suspense dates, and maintaining compliance reports. The AO will assist in answering phones and perform other office, tasks such as filing, collation, scanning, proofreading, editing, and other office duties as required. The AO will also maintain current hard and electronic office files, assist other staff members, assist with preparing for and working staff meetings, conventions, and council meetings, assists in maintaining quality communication and relationships with members, Posts, District, State Chairpersons, other internal VFW departments, VFW National Headquarters, and leadership.

TYPICAL DUTIES AND RESPONSIBILITIES:

Maintain all electronic and hard files for the State HQ, IL VFW. This includes but is not limited to: Poppies Orders; Trustee's Audits; Bonds; Election Reports; Convention and meeting registrations and hotel reservations; General Orders; Posts consolidations, suspensions, and revocations, and Post Historic files.

Prepare correspondence, memos and other various reports.

Primary point of contact for Poppy Orders, Audits, Election Reports, and Bonds

Review Poppy Orders and prepares requisition for drop-ship orders or prepares Poppy Orders for mailing.

Assist in preparation and execution of events directly related to the State HQ, IL VFW, including Annual Department Convention, Council of Administration meetings, Commander's Homecoming, Receptions, and District Commander's Orientation.

Monitor and maintain X-Sheet. Insures data is input into X-Sheet on timely basis, with attention to detail to ensure accuracy of data. Assists in tracking which Posts and Districts meet the requirements for All State Recognition.

Maintain updated knowledge of programs and events to handle unusual or difficult situations to provide optimum service to the members, Posts, and Districts. Ability to research and resolve member and unit related problems and develop resolutions.

Communicate directly with VFW members, veterans, Posts, Districts, Program Directors, State VFW Leadership and the general public regarding IL VFW issues, activities, and objectives through phone calls, emails and in-person.

Work as part of a team to ensure coordinated office coverage, cross-training and work flow to support immediate and long term workload priorities.

Assist State HQ Staff in proofing flyers, meeting materials, announcements, general orders, and other materials.

Work closely with State Adjutant-Quartermaster on issues to ensure established standards and protocol are adhered to and maintained, keeps State Adjutant-Quartermaster apprised of issues and complaints.

Anticipate conflicts or technical problems between and within all areas of the Department and keeps State Adjutant-Quartermaster and staff apprised. Participates in staff meetings and provides update on all projects assigned.

Coordinate various activities with State HQ Staff including reporting concerns about IL VFW Database or website, maintaining and updating the IL VFW website, assisting with supply orders with special instructions, annual inventory and State Convention preparations, as needed.

Perform other administrative duties such as meetings, processing mail and faxes, and coordinate and handle special projects.

All other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

High School graduate with two or more years of directly related experience in a business office environment. Customer service experience is desirable.

Position requires computer skills, administrative skills, including Microsoft Office Suite, office equipment including 10-key calculators, scanners, copiers/printers/fax machines and the ability to learn proprietary software.

Strong grammar/spelling skills and attention to detail for proofing.

Requires exceptional organizational skills, quick learner, with ability to handle multiple tasks simultaneously.

Position requires human relations skills to enable communication with all levels of internal and external staff, VFW membership and leadership, and veterans.

Position requires proficient oral and written communication skills; advanced spelling and grammar skills, with attention to detail to prepare correspondence, reports, and proof materials.

Work well under pressure with multiple and sometimes immediate deadlines and has the ability to handle multiple tasks simultaneously. Takes initiative to problem-solve and professionally addresses concerns and issues that might develop. Handles various personality types with the ability to maintain order.

Confidentiality is mandatory in handling sensitive information.

Position requires understanding of the VFW's mission and goals of the HQ, IL VFW.

SCOPE OF POSITION

Reports directly to State Adjutant-Quartermaster.

Position requires proficient problem solving and analytical ability.

Primary contact for issues or inquiries from members, posts, and districts.

Typical contacts are with VFW Members, posts, districts, leadership, internal and external departments and personnel, HQ staff and Adjutant-Quartermaster.

Plans and prioritizes work on a daily, weekly, monthly, and annual basis.

Coordinates with HQ Staff to ensure office coverage and workflow.

Ensures smooth flow of office, objectives are met, projects stay on schedule.

Carries out directions from Adjutant-Quartermaster.

WORKING CONDITIONS

Works in office environment; computer usage required approximately 95 percent of time to perform duties and administrative assignments. Interacts daily with IL VFW staff, members, Posts, Districts, and leadership.

Volume of work is heaviest in February from April to Jun, and August to support Council of Administration meetings, state conventions, and patriotic holidays.

Limited travel may be required.

Light lifting 5-20 lbs, during State Convention, Council of Administration meetings, or when inventorying emblems and supplies.

Normal workday is 8 am to 4:30 pm Monday to Friday. Work during evening hours or on weekends will be required to support State Convention and Council of Administration meetings.

MAJOR ACCOUNTABILITIES:

Represents the IL VFW in a professional and helpful manner at all times.

Supports State Adjutant-Quartermaster and HQ Staff in daily activities of department to ensure that all assignments and tasks are carried out in a professional and timely manner and department objectives are met.

Provides customer service for VFW Members and leadership.

Develop and maintain strong understanding of VFW mission and overall objectives and works to continually improve processes and procedures.

The above duties are general in nature and are not intended to reflect all the duties, which may be required of the incumbent.

Maintains IL VFW Web Site to ensure data is current, accurate, and relevant.