



Employee Job Description

Department: Veteran's Affairs

Position Title: Part-Time Office Assistant (20-25 hrs./week)

Pay Classification: TCC 04-00-00 (Entry \$15.83/hr.)

Reports To: Director and Assistant Director of Veteran's Affairs

Date of Job Description Creation/Update: 03/31/2025

Overall Descriptions of the Position:

Assist the Director and Assistant Director of Veteran's Affairs in the provision of quality advocacy for all Mercer County Pennsylvania Veterans and their dependents through County and State benefits. This position is engaged in obtaining, compiling, and submitting information pertaining to applications for County and State benefits allowable to veterans and their dependents. This position assists veterans and their dependent(s) by first assessing their needs and applying for the appropriate benefits on their behalf. As an office assistant, the position requires answering telephone calls and assisting those who walk-in, and gather all appropriate intake information to better assist the veterans and/or their dependents.

Position Requirements:

- Excellent Organizational and Communicative Skills
- Computer Literate
 - Working knowledge of the Microsoft Office Suite including Word and Excel
 - Working knowledge of the Internet
 - Working knowledge of email
 - Working knowledge of word processing (typing)
- At least one year of office and/or customer service experience
- Ability to learn and understand various Veteran Services

Position Duties:

- Assist in supporting Veterans according to State and County codes
- Work directly with Veterans in order to advise and assist as required
- Conducts telephone and written communication with various government and non-government agencies
- Prepares and submits claims for County and State government benefits for individual veterans and their dependent(s)

- Participates in training as required
- All other duties as assigned

How To Apply:

All interested applicants must print and complete the Standard County of Mercer Application for employment.

Please send the completed standard application, a letter of interest, resume, and three references to the following:

Mercer County
HR Department
17 Courthouse
Mercer, PA 16137

Deadline to Apply: April 30, 2025