

VR Associate

Purpose of Class: Provides clerical and technical support services; duties may vary depending on team assignment, with some incumbents assigned network technician duties for their respective offices.

Distinguishing Characteristics

Level: First in a series of two

Work Direction Received: Works under close supervision

Direction of Others: None

Scope/Nature of Discretion: Limited discretion; performs duties and exercises some independence within well-defined boundaries

Examples of Duties

Provides follow-up monitoring with clients relative to college processes, job search, Employment Warranty (EW), monitoring, and employment follow-up; requests/collects necessary medical, demographic, financial, and employment information; assists clients with application process; provides client orientation.

Maintains confidential staff files and supporting information; processes time sheets and employee expense reports; schedules travel itineraries; files, makes copies, routes information, processes mail, and maintains mailing lists.

Performs receptionist duties; operates and maintains office equipment; may perform technical support for office computer system and provide technical support to new staff members.

Sets up provider accounts; validates and processes bills for payment; prepares authorizations, procures agreed-upon goods and services, and verifies their receipt; works with providers regarding payments.

Collects basic client information and enters the information into QUEST; provides routine case monitoring and follow-up, and schedules appointments; sets up/maintains client QUEST and paper files.

Participates in Vocational Rehabilitation (VR) and NDE committees, work groups, and task forces; participates in client staffings; responds to basic questions about Vocational Rehabilitation; arranges and schedules community supports for clients, including housing, transportation, and child care.

Assists clients in developing resumes and completing job applications; provides short-term job coaching; provides skill training using standard curriculum and materials.

Provides transition services to students with disabilities.

Minimum Qualifications

High school diploma or equivalent; one year of related office experience or combination of training and/or work experience enabling applicant to possess the required knowledge and abilities; successful completion of a typing/keyboarding course and a minimum keyboarding skill level of 30 words per minute.

Knowledge and Abilities

Knowledge

- Formats used in written business communications
- English grammar, spelling, and composition needed for correspondence
- Types and uses of office equipment
- Computer software necessary to carry out job responsibilities
- Working knowledge of office filing systems, scheduling processes, other office processes, support functions and specialized terminology
- Established policies, procedures, and practices of VR Division and NDE
- Working knowledge of accounting/record keeping principles and practices

Abilities

- Interact with persons having significant disabilities
- Communicate orally and in writing with agency staff and the public
- Establish and maintain effective working relationships
- Understand/apply written/oral instructions, administrative policies, and program guidelines
- Locate and summarize information from files and documents
- Operate office equipment necessary to perform the required duties
- Maintain the confidential nature of information
- Prepare a variety of internal reports and documents