

Carrie Ribeiro, SPHR
Director, Human Resources



Town of Ludlow
488 Chapin St., Ludlow, MA 01056
(413) 583-5600, x1239
HR@ludlow.ma.us

**** EXTERNAL JOB POSTING ****

Title:	Senior Clerk	Classification:	18 Hrs/Week, Union, Non-Benefited
Department:	Veterans' Services Office	Grade: LATOS 3	Hrly Rate: \$19.7933 to \$25.4406; 7/1/21
Reports to:	Veterans' Services Officer	Effective Date:	May 18, 2022

GENERAL SUMMARY

The Senior Clerk assists the Veterans Services Officer with processing applications for benefits for Veterans, their families and widow under MGL Ch. 115. Duties include administrative support of all aspects of the daily operation of the office and customer service to individuals seeking information and assistance; assisting with meetings as well as maintaining constant communication with Veterans who live in the Town as well Town, State, and federal departments/agencies.

ESSENTIAL FUNCTIONS

(The essential functions listed below are intended only as examples of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Manages the following: VA Health Care Enrollment process, and follow up on appointments, Vouchers for MGL 115 and Office Bills, Bonus Program, and Veteran Cemetery pre-enrollment program.
- Process and distribute Veterans' benefits payments, verify applicant's income and supporting documents for benefits.
- Audit and recalculate authorized Veterans benefits budgets and issue Notice of Determination and/or Notice of Action every six months.
- Helps to coordinate and assist with preparations for Veterans Day, Memorial Day, Veterans Benefit outreach programs, and Welcome Home ceremonies for returning Veterans.
- Perform data entry into state software program.
- Due to regular access to confidential information obtained during the performance of duties and responsibilities, employee must maintain strict confidentiality of client information, medical records and other personal information in accordance with the State Public Records Law.
- Calculates and processes documents, invoices, and payments.
- Types department correspondence, reports, applications for pensions, insurance benefits, burial benefits, military markers, medical and G.I. benefits.
- Assist with preparation of ceremonies for Veterans events and parades.
- Prepare monthly reports on each client for Town reimbursement.
- Computes and prepares departmental payroll; maintains personnel records; prepares bills and schedules payment.
- Performs secretarial duties; makes appointments for Director; provides information to claimants and their families; maintains departmental records; prepares purchase orders; order supplies.
- Periodically attend training seminars and conferences held under the direction of the Mass. Secretary of Veterans' Services.
- Performs other similar or related duties as required, or as situation dictates.

MINIMUM QUALIFICATIONS

Position requires a high school diploma or equivalent with three to five (3-5) years of office secretarial experience; Associates Degree in Office Administration or Human Services preferred; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job. Must be able to be CORI certified. Proficiency in Microsoft Office Suite and ability to learn and use Veterans Services Information system. Strong verbal and written communication skills. Customer Service skills that display compassion, diplomacy and tact. Required to maintain a high degree of confidentiality in case management and in office privacy in compliance with MGL Ch. 40, Sec. 51. Applicant must be able to pay attention to detail, maintain professional working relationships, be a self-starter. Hours are flexible; Regular and punctual attendance is a requirement of the position; must be able to work occasionally outside normal business hours.



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SUBMISSION DEADLINE

Interested candidates should submit a **resume, cover letter and completed Town of Ludlow Employment Application** available at www.ludlowma.us:81/HR/ via email to HRjobs@ludlow.ma.us. **No application submissions will be accepted if incomplete.**

Deadline: The position will remain open until filled. Qualified applicants will be called for an interview. Once the position has been filled, all applicants will be notified. Applications are not held on file.

The Town of Ludlow is an EOE/AA employer.