

CAREER OPPORTUNITY BULLETIN

LAWRENCE COUNTY, TENNESSEE

Posting Date: 8/24/26

Position: Secretary, full-time

Closing Date: 8/28/26

Department: Veteran Service

Salary: \$35,006/yr

Hiring Supervisor: Donnie Morris

Secretary Veteran Service

Nature of Work

_ The Secretary to the Veteran Service Officer (VSO) provides administrative, clerical, and customer-service support to ensure the efficient operation of the Veteran Service Office. This position serves as a professional and compassionate first point of contact for veterans, surviving spouses, dependents, and other eligible beneficiaries seeking assistance with veterans' benefits and services. The secretary maintains confidential records, coordinates appointments, assists with correspondence and documentation, and supports the Veteran Service Officer in providing timely and effective services to the Veteran community.

Illustrative Examples of Work

- Serve as the primary receptionist and administrative contact for the Veteran Service office.
- Greet Veterans, family members, and visitors in a courteous, professional, and respectful manner.
- Answer, screen, and route telephone calls, emails, correspondence, and other inquiries.
- Schedule and maintain appointments for the Veteran Service Officer.
- Maintain accurate calendars, files, databases, and office records.
- Assist veterans with completing routine forms and gathering required documentation, while referring benefit- related questions to the Veteran Service Officer.
- Prepare, organize, copy, scan, and file documents related to Veterans' claims benefits, and service.

- Assist with correspondence, reports, notices, spreadsheets, and other administrative documents.
- Maintain confidential veteran records and protect sensitive personal information in accordance with applicable policies and regulations.
- Track incoming and outgoing correspondence and follow up on administrative matters as directed by VSO.
- Assist with maintaining organized electronic and paper filing systems.
- Provide information regarding office procedures, appointment requirements, and available veteran resources.
- Coordinate with County, State, Federal, and Veterans- service organizations as directed by the Veteran Service Officer.
- Assist with outreach activities, veteran events, informational programs, and office functions.
- Maintain office supplies and equipment and submit request for needed materials.
- Assist with preparing statistical reports, activity logs, and other records required by the office.
- Receive and distribute mail and other documents.
- Maintain a professional, welcoming, and Veteran-focused office environment.
- Perform other administrative duties as assigned by the Veteran Service Officer or appropriate supervisor.
- Schedule and track Van Services efficiently.

Necessary Requirements of Work

Graduation from an accredited four- year high school, additional administrative training or experience preferred. Candidates should have relevant experience, strong organizational skills, and good decision-making abilities, dedicated attention to detail.

- Previous experience in an administrative clerical, receptionist, government, nonprofit, or customer-service position preferred.
- Strong written and verbal communication skills.
- Excellent organizational skills and attention to detail.
- Ability to handle confidential and sensitive information and discretion.

- Proficiency with Microsoft Word, Excel, Outlook, and Power Point.
- Ability to create, edit, format, and present professional Power Point presentations for meetings, training sessions, veteran outreach, and informational programs.
- Ability to maintain accurate records and manage multiple priorities.
- Professional, courteous, and compassionate demeanor when working with veterans and their families.
- Ability to work independently while also supporting the Veteran Service Officer and office TEAM.
- Knowledge of Veterans' benefits and services is preferred, willingness to learn is essential.
- Possession of a valid Tennessee Driver's License and the ability to be insured at standard vehicle liability rates.

Core Competencies

Veteran-centered service, demonstrates patience, respect, empathy, and professionalism when assisting Veterans and their families.

Confidentiality: Safeguards personal, medical, financial, and other sensitive information.

Organization: Maintains accurate records, schedules, correspondence, and filing systems.

Communication: Communicates clearly and professionally with Veterans, staff, agencies, and community partners.

Teamwork: Works effectively with the Veteran Service Officer and other organizations serving the Veteran community.

Dependability: Demonstrates reliability, punctuality, accountability, and follow-through.

Working Relationships

The Secretary works closely with the Veteran Service Officer, Veterans and their families, County or Municipal staff, government agencies, Veterans Service Organizations, and community partners.

Position Objective

The primary objective of this position is to provide dependable administrative support that allows the Veteran Service Officer to focus on assisting Veterans with their benefits, claims, resources, and services while ensuring every Veteran who contacts the office receives courteous, respectful, and professional assistance.

Physical Requirements

This is light to medium work requiring moderate static, explosive, dynamic and trunk strength and requiring the exertion of up to 50 pounds of force occasionally and up to 5 pounds of force frequently to move objects

Work requires considerable flexibility. Mobility and speed of limb movement

Work requires moderate effort and stamina

Work requires both gross body equilibrium and coordination for balancing, bending, stooping, kneeling and walking

Work requires arm/hand steadiness and manual and finger dexterity

Vocal communication is required for expressing or exchanging ideas by means of the spoken word

Hearing is required to perceive information in both quiet and noisy environments and determine the direction of sounds

The work is subject to inside and occasional outside environmental conditions.

To be considered, candidates must complete an application. Applications are available on the County's website, www.lawrencecountyttn.gov. Applications can be sent to Donnie Morris, either by delivering to the Veteran Office at 219 Centennial Blvd., Lawrenceburg, or by email to: dmorris@lawcotn.org.

LAWRENCE COUNTY, TENNESSEE IS AN EQUAL OPPORTUNITY EMPLOYER. OUR GOAL IS FOR OUR WORK FORCE TO BE REPRESENTATIVE OF THE WORKING POPULATION OF LAWRENCE COUNTY, TENNESSEE. WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, CREED, NATIONAL ORIGIN, SEX, AGE, VETERAN STATUS, SEXUAL ORIENTATION, OR DISABILITY IN ALL MATTERS PERTAINING TO EMPLOYMENT AND PROMOTION; WE WILL NOT TOLERATE DISCRIMINATION ON THE PART OF MANAGERS OR SUPERVISORS. WOMEN, MINORITIES AND THE DISABLED ENCOURAGED TO APPLY. ALL APPLICANTS SUBJECT TO BACKGROUND CHECK, PHYSICAL EXAMINATION AND DRUG SCREENING.

