

# DANE COUNTY VETERANS SERVICE OFFICE



Joe Parisi  
Dane County Executive

Dan Connery  
Veterans Service Director

210 Martin Luther King Jr Boulevard - Room 108  
Madison, Wisconsin 53703  
Telephone: (608) 266-4158  
Fax: (608) 266-4156  
Web: [www.danevets.com](http://www.danevets.com)

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TO: Chair and Members of the Personnel & Finance Committee

FROM: Dan Connery  
County Veterans Service Officer

RE: Approval to Recruit Clerk Typist III

County Ordinate 29, 52 (16) requires the Personnel and Finance Committee, along with the County Executive, to approve filling positions that have been vacant longer than six months. I am requesting approval to fill Position #1487. The County Executive approved the freeze appeal on June 18, 2014. Please note this position was reclassified from Administrative Assistant II to Clerk Typist III on May 20, 2014.

### **What is the nature of the work or what is the essential function of the position?**

This position performs key administrative duties within the office, such as answering telephonic and walk-in inquiries about federal, state and local veterans benefits. The position provides clerical support for office staff, including scheduling appointments, maintaining files, performing data entry, and other key administrative support duties.

### **How has this function been fulfilled during the vacancy?**

Most of the duties associated with this position have been absorbed by permanent staff. Where appropriate, some of the duties associated with this position have been completed by Limited Term Employees (LTEs) and VA Work Study personnel. Duties have been completed on an as-needed basis, resulting in increased wait times for veterans calling the office main line.

### **What will the impact be on the department's function and mission if the position remains vacant?**

If this position is not filled, maintaining the current office work load is not sustainable. Service officers have been dedicating more time to routine administrative tasks that would normally be completed by the Clerk Typist III (formerly the Administrative Assistant II). As a result, service officers have voluntarily decided to forgo lunch breaks, instead of providing decreased service to their client load. Although service officers are still completing claims to a high standard, this solution is not optimal for employee welfare and is not sustainable in the long term. Prompt filling of this position is critical to the Veteran Service Office's capability to deal with an increasing client load, as well as providing relief to an overworked staff.