

# **VETERANS SERVICES OFFICER**

## **MAJOR FUNCTION**

This is a technical and administrative position to veterans programs. It involves local assistance and coordination of information and programs for veterans.

## **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Counsels and assists veterans and/or their dependents to provide information on their entitlement to VA benefits, and prepares and submits benefit claims to appropriate agency on a daily basis.
- Maintains and reviews the case files of other staff and on veterans in terms of assistance given and needed.
- Inputs information on assistance provided into computer programs on a daily basis.
- Maintains current knowledge of applicable laws, regulations, and veterans programs through reading material on a daily basis and attending required training twice annually.
- Coordinates and disseminates information on County, State, Federal and private veterans programs and benefits.
- Works in conjunction with State and Federal veteran offices on cases and with local veterans organizations.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

## **SECONDARY FUNCTIONS**

- Performs other duties as assigned.

## **CUSTOMER SERVICE**

This is a front-line position for providing customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

## **SUPERVISION**

This position has no supervisory responsibility.

## **EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS**

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### **Education and Experience**

Associate Degree or equivalent from a two-year college or technical school; one year related experience and/or training; or equivalent combination of education and experience.

### **Licenses**

Successful completion of VA training course and test provided when determined by Department Director, and successful completion of annual training conferences and ABC School.

### **Certifications**

Successful completion of the VFW Post Service Officer training; VA Veterans Service Officer ABC course; VA training course, tests for service officers, and annual re-certification. Must be Honorably Discharged veteran.

## **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

### **Language Skills**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.

### **Mathematical Skills**

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply fractions, percentages, ratios, and proportions to practical situations.
- Ability to apply concepts of basic algebra and geometry.

### **Problem Solving Abilities**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

### **Specialized Skills and Abilities**

- Must be self-directed and work under minimum supervision.
- Ability to counsel and assist individuals with discretion.
- Ability to work in conjunction with professional, medical and legal persons.

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- Knowledge of County, State, and Federal veterans programs and knowledge of local veterans organizations and programs.
- Ability to remain calm in stressful situations.
- The ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **Machines and Equipment**

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee will occasionally be required to stand, walk, stoop, kneel, crouch, or crawl, climb or balance, lift up to fifty pounds; will regularly be required to reach with hands and arms; and will frequently be required to sit, use hands to finger, handle, or feel, and to talk or hear. Special vision requirements include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to outdoor weather conditions. The noise level for this environment is moderate.

Established: 10/99

Pay Grade:10

Job Description Number: 5041

Category:5

Status: NE

Revised: 6/2003