

## **Assistant County Veterans Service Officer**

**DEPARTMENT:** Veterans Service Office

**REPORTS TO:** Veterans Service Officer

### **POSITION SUMMARY**

Must be a Wisconsin resident who served on active duty under honorable conditions in the U.S. armed forces or in forces incorporated as part of the U.S. armed forces for two consecutive years. Because the Veterans' Service Office is highly specialized, the Assistant, must be able to perform all the functions of the office. Employees in this position consistently exercise independent judgment and discretion in providing claims representation services to military veterans and their family members regarding their rights and responsibilities under state and federal veterans' laws, to include: advocacy, interviewing, advising and claims processing and general clerical support. Must be willing to travel within the state to attend training, conferences, and home visits. Must have a valid driver's license, carry automotive insurance, and have a dependable mode of transportation.

The Assistant County Veteran Service Officer's work hours will be determined by the Veteran Service Officer/Department Head or oversight committee.

### **PHYSICAL AND MENTAL ABILITY REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

- Ability to communicate effectively with Veterans Service Officer, co-workers, clients/veterans, vendors or representatives.
- Ability to add and subtract, multiply and divide, and calculate percentages, fractions and decimals.
- Ability to advise and interpret on how to apply policies, procedures and standards to specific situations
- Ability to use functional reasoning development in the performance of semi-routine functions involving standardized work with some choice of action.
- Ability to apply situational reasoning ability by exercising judgment, decisiveness and creativity in situations involving a variety of predefined duties subject to frequent change.
- Ability to operate equipment and machinery requiring simple, periodic adjustments, such as operating a motor vehicle.
- Ability to exert very moderate physical effort in sedentary to light work, involving stooping and kneeling. Ability to handle, finger and feel. Ability to lift, carry, push and pull.
- Ability to operate office equipment including telephone, computer, calculator, typewriter, photocopier, fax machine, postage machine, etc.

- Ability to recognize and identify individual characteristics of colors, sounds, etc., associated with objects.
- Ability, in regard to environmental factors such as temperature variations, odors, toxic agents, violence, noise, vibrations, wetness, disease and/or dust, to work under safe and comfortable conditions.

### **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

Vocational/technical diploma in clerical skills with one year clerical experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.

### **ESSENTIAL DUTIES/RESPONSIBILITIES**

**This position description has been prepared to assist in evaluating duties, responsibility and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the Veterans Service Officer has the right to assign, direct, and modify duties and responsibilities listed and that duties not mentioned that are of similar kind or level of difficulty shall not be excluded. The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive.**

- Provides direct client assistance with regard to interpretation of complex eligibility criteria, applications and supporting documentation for state and federal benefits.
- Provides direct client assistance with applications for burial benefits, veteran's life insurance, federal GI Bill and state education benefits, V.A. hospital care and other veteran's benefits.
- Provides general and technical information regarding over twenty federal and state veteran's benefits programs.
- Assumes many of the responsibilities and decision-making duties of the office in the absence of the Veterans' Service Officer as directed.
- Interviews and advises returning service veterans as it pertains to their eligibility for county, state and federal benefits.
- Maintain and properly dispose of confidential and privacy act documents.
- Makes referral to other county and community agencies to meet the need of veterans that cannot be met through veterans' programs and entitlements.
- Access, inputs and retrieves information on a computer system.
- Performs routine and advanced word processing, spreadsheet functions with above-average proficiency and/or uses electronic typewriter.
- Maintains veterans' database to include military records, disability, insurance, death and burial information.
- Maintains office records to include veterans files and office statistics.

- Performs the clerical duties of the Veterans Service Office to include typing of correspondence, press releases, benefit application forms, office appointment calendar, making photocopies, typing reports on a computer or typewriter, answering multiple phone line system, sending faxes and retrieving, taking and typing up minutes from the oversight committee meetings, and sending out mail daily.
- Assists veterans and families dealing with the sensitive issue of mental illness, alcohol and other drug abuse, post traumatic stress disorder and bereavement.
- Interprets Federal and State Statutes, Codes, and regulations under guidance of the Veteran Service Officer.
- Responsible for maintaining the office inventory of State and Federal forms, brochures, office supplies, flag holders, and grave flags.
- Initiates and drafts correspondence to clients, the Federal and State Department of Veterans Affairs and other agencies.
- Obtain vital records from throughout the country for veterans and families to include discharge documents, marriage, divorce, birth and death records, medical reports, social, financial information, etc., from claimants employers, credit unions, banks, insurance companies, commercial vendors, creditors, co-signers, register of deeds, treasure's office, bureaus of vital statistics, etc., which are required to fulfill the claimant's obligations.
- Monitors and ensures the confidentiality and security of files and records.
- Assist the Veteran Service Officer in preparing budgets.
- Provides comprehensive explanation of loan programs such as the VA Guaranty Home Loan, State Home Loan Program, Home Improvement Loans, and Personal Loan Programs.
- Interviews, accesses, counsels and makes independent decisions regarding loan programs.
- Secures, prepares and coordinates all necessary documentation to fulfill Federal and State requirements for loan programs such as co-signer letter of intent, mortgage balance, fair market value of property, proof of income, education deferment request and estimate of improvements.

**Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.**