

County Veterans Service Officer

DEPARTMENT: Veterans Service Office

REPORTS TO: Veterans Service Commission

POSITION SUMMARY

The County Veteran's Service Officer (CVSO) is an elected position through a majority vote by the Richland County Board of Supervisors. The CVSO shall be a Wisconsin resident who served on active duty under honorable conditions in the U.S. armed forces as provided by Chapter 45 of the State of Wisconsin Statutes. The CVSO provides accredited representation and advocacy services to military veterans and their dependents in claims for state and federal veterans benefits, and assistance or referrals in claims for other services; promotes veterans services; coordinates office functions with other agencies and makes client referrals to various agencies. Must be willing to travel to attend training, conferences, home visits, and to attend veterans' organizations meetings if so invited. Must be in possession of a valid driver's license and reliable transportation with adequate auto insurance to meet minimum County requirements.

This position is responsible for administering the Veterans Services Office under Federal, State, and County laws and rules.

PHYSICAL AND MENTAL ABILITY REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

- Ability to communicate effectively with clients/veterans, State and Federal Officials, Veterans Organizations, County Board members, Veteran's Commission members, hospitals, physicians, vendors or representatives, office staff, and other County agencies both in person and in writing.
- 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

Associate Degree with two years experience dealing with veterans and knowledge of Federal and State Veteran's laws is desired; or any combination of education or 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. The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive.

- Must acquire and maintain professional accreditation with one or more Veteran Service organizations (NACVSO, WDVA, VFW, DAV, American Legion, etc.) to represent Richland County military veterans, spouses and dependents as their power of attorney with the U.S. Department of Veterans Affairs (USDVA). Must also complete Training, Responsibility, Involvement and Preparation of Claims (TRIP) Program and the annual refresher.
- Must have thorough knowledge of laws and regulations relating to veterans affairs and must be able to understand and interpret laws and regulations.
- 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.
- 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 electric typewriter if necessary.
- 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 if no clerical personnel are available, 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, maintain office inventory of brochures, office supplies, grave flags, and flag holders.
- 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.
- 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.
- Establishes and maintains historical and departmental record in order to prepare reports as required by the county or other agencies. Makes such reports to the County Board annually.
- Prepares and monitors annual department budget.
- 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.
- Performs any other duties as required by Wis. Stats. 45.80 (5).
- Must have the ability to supervise office staff, and establish and maintain effective public and working relationships.
- Must be willing to work outside normal office hours to maintain proficiency and program knowledge.

PUBLIC RELATIONS:

- Establishes and maintains an ongoing relationship with all veterans' service organizations in the county, to obtain and maintain their support and assistance in disseminating important information to veterans and making referrals.
- Assists in organizing and/or participating in major and significant veteran activities in the county, i.e. Memorial Day, Veterans Day, etc.
- Facilitates media information on a timely basis through radio, print and TV media for the widest possible dissemination of information.
- Conducts periodic information seminars, veterans' gatherings, etc., for exchange of information related to veterans' issues.
- Cultivates a positive working relationship with the VA Regional Office and VA Medical Center staff to ensure a strong advocacy position for represented veterans.

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.

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