

Jefferson County Position Description

Name: **Department:** County Veterans Service Office

Position Title: Ass't County Veterans Service Officer **Pay Grade:** 5 **FLSA:** Non-Exempt

Date: February 2024 **Reports To:** Veterans Service Officer

Purpose of Position:

Appointed by the County Veterans Service Officer (CVSO) , the Assistant CVSO is to support the County Veterans Service Office in providing essential services to veterans, their dependents, and survivors. This role involves assisting with the preparation and submission of claims for federal and state veterans' benefits, providing information and guidance on veterans' entitlements, and acting as an advocate for veterans within the community. Ensures that veterans receive the support and recognition they deserve, facilitating access to healthcare, education, financial assistance, and other benefits aimed at honoring their service and facilitating their integration and well-being in civilian life as well as services and recognition beyond their death.

Essential Duties and Responsibilities:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive.

Other duties may be required and assigned.

- Assists veterans in filing claims, providing support to veterans and their families in preparing and submitting claims for benefits to the Department of Veterans Affairs (VA) and other relevant agencies.
- Provides benefits counseling, offering information and counseling on a wide range of veterans' benefits, including but not limited to, compensation, pension, education, healthcare, and burial benefits.
- Maintains accurate and confidential records of interactions, claims, and outcomes for veterans served.
- Conducts outreach programs and informational sessions to inform veterans and their families about their entitlements and services available to them.
- Acts as an advocate for veterans, ensuring they receive the benefits and services to which they are entitled, and assisting with appeals processes as needed.
- Collaborates with local, state, and federal agencies, as well as non-profit organizations, to coordinate services and referrals for veterans.
- Maintains and operates online databases and be proficient in office technology; utilizes VetraSpec database to document client focused activities and outcomes (case notes) and to track intent to file claims, claims development, and fully developed claims.
- Assists veterans in crisis, making recommendations for emergency assistance.
- Ensures compliance with all relevant laws, regulations, and policies related to veterans' benefits and preparing reports as required by state and federal oversight entities.
- Participates in training and professional development opportunities to stay informed about the latest veterans' benefits, services, and best practices in veterans' advocacy.
- Assumes the role of County Veteran Service Officer in their absence.
- Adheres to and promotes safety as a priority in the workplace.
- Demonstrates dependable attendance
- Performs other duties as assigned or that may develop.

Minimum Training and Experience Required to Perform Essential Job Functions

- Associate degree in Counseling, Human Services, Business Administration, or equivalent from 2 year college or technical school and 1 year of related experience and or training, or equivalent level of education and experience.
- Valid driver's license
- Must be a veteran as outlined in s 45.80(1) of the Wisconsin Statutes.

Preferred Training and Experience Required to Perform Essential Job Functions

- Associate degree in Counseling, Human Services, Business Administration, or equivalent from 2 year college or technical school and 3 years of related experience and or training, or equivalent level of education and experience.
- Specialized knowledge in WDVA and VA benefits/programs

Other Requirements – Certificates/Licensures

- Flexibility for occasional irregular hours, including evenings and weekends.
- Valid Wisconsin driver's license.
- Pass VA/FBI background checks to acquire and maintain federal and state VA accreditations.

Knowledge, Skills, Abilities

- Must be able to handle emotionally charged situations and deescalate crisis.
- Must have a compassionate, empathetic and open-minded approach to problem solving. Strong knowledge of computers, Microsoft Suite and ability to learn multiple software/programs.
- Knowledge of bookkeeping, general clerical duties, and general office procedures.
- Knowledge of VA Websites: VA SEP, Share, Citrix, VBMS and Virtual VA
- Ability to follow complex oral and written instructions
- Knowledge of and ability to utilize and computer/scanner and required software.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to learn and administer all WDVA/VA benefits and programs.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to reliably and predictably carry out one's duties.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Supervision

Occasionally provides direction to part-time staff in absence of CVSO.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the position regularly is required to sit, but may use standing desk; complete tasks requiring grasping, handling, feeling, and reaching. Tasks also include ability to communicate with others verbally and written. The position is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling over 10 pounds does not generally occur, but may occur when lifting boxes, books or paper.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, 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.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

Supervisor

Date
