

**Jefferson County
Position Description**

Name:	Department: County Veterans Service Office
Position Title: Veterans Service Officer	Pay Grade: 11 FLSA: Exempt
Date: November 2025	Reports To: County Administrator

Purpose of Position:

Appointed by the County Administrator and confirmed by the County Board, the purpose of this position is to coordinate and monitor services to Jefferson County U.S. military veterans according to Wisconsin State Statutes Chapter 45.80. CVSO's help veterans and their dependents obtain VA benefits and services and advocate on their behalf to enhance their quality of life.

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.

- Demonstrates the ability to help Veterans and their families by seeking to understand their unique challenges and advising them of benefits available to them, including healthcare, disability compensation, pensions, educational entitlements as well as long-term care and burial benefits.
- Establishes connections and collaborates with various community organizations, and makes referrals as appropriate, including social services, housing authorities, and legal aid, to provide comprehensive support to Veterans and their families.
- Interprets and coordinates requirements of Wisconsin Statutes Chapter 45 and U.S. Code Title 38 for veterans and their families. Counsels, advises and aids veterans and their dependents on eligible benefits. Determines eligibility for State or Federal programs and makes referrals for other community resources as appropriate.
- Plans, directs and monitors Veteran's Service Office operations. Prepares, recommends and monitors annual department budget. Assigns, plans and evaluates work of staff. Recommends transfers, promotions, disciplines, discharges and salary increases.
- Prepares and submits annual grants applications to the Wisconsin Department of Veteran Affairs.
- Conducts interviews to assemble facts and gathers documents to prove service and benefit eligibility.
- Coordinates non-service-connected pension, disability compensation, survivor benefits and funeral and burial benefits.
- Makes referrals for mental health counseling services.
- Assists with applications for State and Federal education benefits. Counsels and coordinates veterans with Department of Workforce Development as it relates to matching job-skills and educational direction.
- Advises veterans on enrollment rules for medical benefits, coordinates enrollment in VA Healthcare and advocates when needed for healthcare.
- Maintains knowledge of laws, rules and regulation changes affecting Veterans. Informs Veterans of changes.
- Performs outreach activities by providing information to the general public through press releases and conducts outreach programs to educate the community about veterans benefits. This may include home visits for veterans who are unable to visit the office in person.

- Maintains contact with Veterans Service organizations and acts as hub for communications and event promotion.
- Coordinates Jefferson County Veterans Service Commission activities and file reports as required under Wisconsin State Statutes Chapter 45.81. Provides care for vulnerable populations as directed according to Wisconsin State Statutes Chapter 45.86. Participates as non-voting member of Jefferson County Veterans Service Commission.
- Performs financial assistance request investigations. Approves emergency financial aid.
- Assists Veterans and families in requesting military records and replacement medals.
- Arranges or provides transportation for Veterans. Coordinates with ADRC to support the van transport program and recruitment of volunteer drivers.
- Maintains relationships with funeral homes and cemetery sextants to ensure the care of Veterans graves per Wisconsin State Statutes Chapter 45.85 and documentation of grave locations in the state VBATS database.
- Adheres to and promotes safety as a priority in the workplace.
- Demonstrates dependable attendance.
- Complies with County HIPAA policies and procedures, if applicable.
- Performs other duties as assigned or that may develop.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Public relations and the management of donations.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor Degree in Human Services, Communications, Administration, Public Relations and three years of relevant experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.
- U.S. military service as defined in Wisconsin Statutes Chapter 45.35 required.

Preferred Training and Experience Required to Perform Essential Job Functions

- Five years relevant experience.
- Supervisory and budgeting experience with working knowledge of federal, state and county assistance programs and services for veterans, knowledge of real estate transactions, financial matters, insurance and budgeting desired.

Other Requirements – Certificates/Licensures

- Preference for National Association of County Veterans Service Office (NACVSO) Certified Veterans Advocate (CVA) accreditation
- Accreditation with the Federal Veterans Administration, preferably through the National Association of County Veterans Service Officers.
- Cross-accreditations with Veterans Service Organizations (American Legion, Veterans of Foreign Wars, Disabled American Veterans).
- Maintains U.S.D.V.A accreditation.

Knowledge, Skills, Abilities

- Ability to reliably and predictably carry out one's duties.
- Organizational skills sufficient to manage multiple tasks, maintain accurate records and ensure compliance with applicable laws and regulations.
- Knowledge of Microsoft suite and Teams.
- Utilize VetraSpec client database.

- Ability to efficiently type, record clients' notes, and database entry.
- Ability to troubleshoot IT issues that arise with VA network and VetraSpec database.
- Ability to read, analyze, and interpret common medical, scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Strong Communication Skills: The CVSO must possess excellent verbal and written communication skills to effectively interact with veterans and other stakeholders. Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to management, public groups, and or boards of directors.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio and percent and to draw and interpret bar graphs.
- 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.

Supervision

Supervises full and part-time departmental staff in accordance with the organization's policies and applicable laws.

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 employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

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
