

Veteran Services Officer

Dept/Div: Veterans

FLSA Status: Exempt

General Definition of Work

Performs difficult administrative work assisting veterans in accessing Federal, State and local community services and benefits, and related work as apparent or assigned. Work is performed under the general direction of the County Administrator. Supervision is exercised over Secretary Land-Veterans.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Assist veterans/dependents in applying for available federal benefits from the United State Department of Veterans Affairs Regional Office (VARO) by initiating or reopening claims
- Assist veterans/dependents in appealing denied claims to the local VA Regional Office (VARO), the local Decision Review Officers or the Board of Veterans Appeal in Washington D.C
- Assisting veterans in obtaining necessary inpatient and outpatient care from the VA Medical Centers (VAMC) and Community Based Outreach Clinics (CBOC)
- Assist veterans applying for available state benefits from the Minnesota Department of Veterans Affairs (MDVA) by initiating or reopening claims
- Assist military retirees and their dependents or survivors in obtaining their benefits from the Department of Defense (DOD)
- Assist veterans in claims and proceedings involving the military service
- Assist veterans in obtaining benefits or services from other agencies
- Attend workshops, seminars and conferences and confers with professional to keep up to date on the latest changes in State and Federal laws and regulations
- Assist members and dependents of the National Guard and Reserve Components in obtaining appropriate benefits and assistance
- Serve as County's liaison to veteran services organizations in the County
- Supervises the maintenance of office records including file creation, privacy provisions, and retention policy; performs other County duties as required

Knowledge, Skills and Abilities

Thorough knowledge of County and departmental policies, practices and procedures; thorough knowledge of Veterans Affairs compensation laws, rules and policies; thorough knowledge of Veterans Affairs pension laws, rules and policies; general knowledge of Minnesota veterans grant policies and Federal burial benefits; some knowledge of County HHS assistance policies; thorough knowledge of Veterans Affairs claims and MDVA grant applications; general knowledge of MAC-V intake forms and some knowledge of time sheets; general knowledge of standard office equipment and software; general knowledge of VA remote access and Veterans Information Management System; ability to make arithmetic calculations.

Education and Experience

High school diploma or GED and moderate experience as a member of the military, or equivalent combination of education and experience.

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Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work frequently sitting and occasionally requires speaking or hearing, using hands to finger, handle or feel and reaching with hands and arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

Accreditation with a national veteran's organization
Specialized VA training
Meet Statutory requirement of "veteran" for position
Valid driver's license.