

CASS COUNTY

JOB DESCRIPTION

<u>POSITION TITLE:</u>	Veterans' Service Officer
<u>DEPARTMENT:</u>	Veterans' Service Department
<u>REPORTS TO:</u>	Cass County Board of Commissioners
<u>SUPERVISES:</u>	Veterans' Service Administrative Assistant
<u>PURPOSE OF POSITION:</u>	Responsible for planning, coordinating, and administering the Cass County Veterans' Service program.

ESSENTIAL FUNCTIONS:

Provides aid and assistance to veterans, their spouses, widows, and dependents entitled to County State, VA or Federal aid or benefits.

Develops short and long range plans; gathers, interprets, and prepares data for studies, reports, and recommendations.

Coordinates department activities with other departments and agencies in order to ensure that the veterans' needs are being met.

Communicates official plan, policies and procedures to staff and the general public.

Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; prepares annual budget requests; assures effective and efficient use of budgeted funds, personnel, material, facilities, and time.

Coordinates, administrates, and implements veterans' service programs to meet County/State/Federal statutes.

Prepares and makes various applications on behalf of veterans, including but not limited to compensation, pension, home loans, education and training, medical treatment, homestead exemption, veterans' homes, state and county aid funds, etc.

Serves as veteran service liaison to boards, commissions, education institutions, government agencies, the media, and community based groups.

ESSENTIAL FUNCTIONS (continued):

Refers veterans to other community service agencies for assistance not available through veterans' services resources.

Administers the County Veterans Aide Fund. Disburses funds per guidelines/approval by the Veterans' Service Committee.

Prepares public service announcements in regard to programs/services available, i.e., newspaper articles, health fair publications, etc.

Acquires training necessary to assist veterans in the development and submission of claims for benefits through attendance at state, federal, and veteran service organization training programs resulting in accreditation by the US Department of Veterans' Affairs and meeting continuing education requirements established by the US Department of Veteran's Affairs.

Maintains complex file system housing all official records pertaining to veterans.

Performs computer input and retrieval functions utilizing various software programs as related to job duties.

Greets individuals who come to the department, ascertains their needs and answers their questions regarding veteran' procedures, policies, laws, and regulations.

Answers incoming calls as a backup, provides information to callers according to departmental procedures, referrers inquires to appropriate persons.

Operates standards office equipment in the performance of job duties, i.e. fax machine, copier, personal computer.

Operates a motor vehicle in the performance of job duties.

Establishes and maintains effective working relationships with the general public, governmental officials, supervisors, and co-workers.

MARGINAL FUNCTIONS:

Serves as a member of various committees (i.e. Safety Committee, Inter-Agency Council, ENOA, Inter, CVSO Orgs., Veterans' Council)

Performs related duties as directed or as the situation dictates.

ESSENTIAL KNOWLEDGE, EXPERIENCE, AND ABILITY:

Knowledge of federal, state, and county veteran service programs, and delivery systems.

Knowledge of local, state and federal laws and regulations governing veteran service programs and the ability to interpret the laws to veterans in need of assistance.

ESSENTIAL KNOWLEDGE, EXPERIENCE, AND ABILITY (continued):

Working knowledge of veteran service program design and evaluation procedures.

Knowledge of and ability to utilize computers and software applications in the performance of job duties.

Knowledge of and ability to utilize the English language, proper grammar, vocabulary, spelling, and punctuation.

Knowledge of the ability to apply rules and regulations pertaining to personnel administration, i.e. employment hiring practices, nondiscrimination, etc.

Knowledge of departmental responsibilities and the ability to use independent judgment in the performance of duties.

Knowledge of and the ability to prepare and administer annual departmental budget.

Ability to negotiate and administer human service contracts.

Ability to analyze and interpret complex statistics and data relating to veterans service programs.

Ability to develop and coordinate various veteran service programs.

Ability to accurately perform financial transactions.

Ability to type accurately using a keyboard.

Ability to maintain the appropriate confidentiality of departmental communications, documents, and transactions.

Ability accurately perform mathematical calculations in the performance of job duties.

Ability to apply departmental policies and procedures in the performance of job duties.

Ability to maintain a complex file system of records, reports, and other official documents.

Ability to accurately prepare and maintain various application forms, records, reports, correspondence, and other departmental documents.

Ability to deal with the general public and program participants in a courteous and tactful manner.

Ability to defuse or calm individuals who may be dealing with stressful conditions or situations.

Ability to apply proper telephone etiquette.

Ability to perform job duties efficiently while managing frequent interruptions.

Ability to operate standard office equipment.

ESSENTIAL KNOWLEDGE, EXPERIENCE, AND ABILITY (continued):

Ability to operate a motor vehicle safely and in compliance with traffic laws and regulations.

Ability to communicate effectively in English, both verbally and in writing.

Ability to understand and follow both oral and written instructions.

Ability to establish and maintain effective working relationships with the general public, program participants, governmental officials, community leaders, the media, supervisors, and co-workers.

ESSENTIAL EDUCATION, CERTIFICATION AND/OR LICENSES:

Must be a veteran with active military service for other than training (Honorable Discharge)

Must be a Nebraska Resident for one year minimum preceding date of employment (may be waived per state statute).

Must be certified by the Nebraska Department of Veterans' Affairs.

Must have high school diploma or GED equivalent.

Must obtain VSO accreditation within 6 months of start

Must obtain PIV (VA/VBMS access) within 1 yr. of start

ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS:

They physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disability to perform essential functions.

Work is generally performed indoors in an office setting and requires routine walking, standing, kneeling, bending, reaching, reaching overhead, stooping, and climbing. The incumbent will be required to frequently lift and carry office and other departmental supplies, books, files and other materials weighing up to 20 pounds and may occasionally be required to move, lift or carry equipment, supplies weighing up to 50 pounds. The incumbent is required to frequently sit or stand for extended periods of time, talk, hear and must have to hand-eye coordination necessary to operate computers and various other pieces of equipment. While performing the duties, the incumbent is required to use hands to fingers, handle, feel or operate object or controls and to reach and pull with hands and arms. The incumbent must have the ability to transport themselves to and from various locations within the courthouse and program sites within the community. Work hours may occasionally be required in times of darkness. Vision abilities required include close vision and the ability to adjust focus. The noise level is usually moderate.

Work duties require interaction with veterans and the general public, and may be stressful when dealing with the nature of the population served.