

**Lincoln County
Position Description**

Position Title: Veterans Service Officer

Department: Veterans Service Office

Pay Grade: K

FLSA: Exempt

Date: February 2022

Reports To: Veterans Service Committee

Purpose of Position

This position is to direct the Veterans Service Office to inform, advise, and assist veterans, their spouses and dependents to secure entitlements and other benefits. Serves as advocate and counselor in providing referral and follow-up services to claimants.

Essential Duties and Responsibilities

The following duties are normal for this position and are complimentary or in addition to activities listed in Wis. State Statute 45.80(5)(6). These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Responsible and accountable for safety and motivation of individual employees in their department consistent with the specific responsibilities as outlined in the Lincoln County Safety Plan.

- Serves as department head of the County Veterans Service Office; establishes and implements Office policies and procedures; develops and administers annual budget to ensure the effective provision of services; supervises and directs the activities of Office staff. Serves as the executive secretary of the County Veterans Service Commission.
- Functions as advocate for and advisor to veterans, their dependents, and survivors. Provides assistance and guidance in the identification of problems and possible solutions by assisting with applications for entitlements from Federal, State, and County agencies. Assists claimants in receiving assistance from Federal, State, and local agencies and other community resources.
- Determines eligibility for entitlements by securing and examining appropriate military and residency documentation; assists claimants in the completion of necessary forms and in the procurement of other necessary documentation. Researches and gathers supporting evidence for various claims and follow-ups, and prepares appeals on behalf of claimants as requested. Approves and provides aid as authorized.
- Counsels, advises, and aids claimants on a variety of issues and problems including financial assistance, educational assistance, medical needs, alcohol and other drug abuse, unemployment, relocation, vocational adjustment, mental illness, physical disabilities, and mortuary affairs.
- Establishes and maintains working relationships with County Board members, State Legislators, and members of the Wisconsin Congressional Delegation. Participates in various professional associations and activities. Establishes and maintains contacts with veterans organizations including the Lincoln County Veterans Council within the prescribed

service area.

- Promotes public awareness of veterans and veterans' issues. Conducts periodic seminars, gatherings, and discussion groups to facilitate the exchange of information relating to veteran issues. Provides information to the media as appropriate to insure the dissemination of information to veterans.
- Maintains various records and prepares reports as required; reports to the County Board or other liaison regarding the functions and activities of the Veterans Service Office.
- Will be required to undergo a minimum of 120 hours of training initially, followed by a minimum of 80 hours annually.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in a social services field with three to five years veterans service experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities. Must be a veteran as defined in Wisconsin State Statute 45.80(1). Must be able to obtain and maintain a minimum clearance to be able to represent veterans to the Veterans' Administration and to be able to gain access to Veterans' Administration database.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk; and hear. Some bending, twisting, and squatting, and occasional climbing may be required while performing the duties of this job. The employee must occasionally lift, carry, and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. Some driving may be required.
- Must have a valid Wisconsin Driver's license, proof of auto liability insurance, a vehicle, and a good driving record.
- Ability to ambulate between offices and other facilities.
- Ability to operate a variety of office equipment including personal computer, digital telephone, fax machine, calculator, copy machine, etc.
- Ability to excel at online open-source research.
- Ability to use Microsoft Word, Excel, Outlook, and PowerPoint.
- Ability to acquire proficiency in the use of online and offline databases.
- Ability to assign, supervise, and review the work of others.
- Ability to make recommendations regarding the selection, discipline, and discharge of employees.
- Ability to add, subtract, multiply, divide, calculate decimals and percents, and make use of the principles of descriptive statistics, algebra, and geometry.
- Ability to comprehend and interpret a variety of documents including personal checks, patient records, press releases, letters, time sheets, insurance forms, loan applications, grant applications, pension applications, compensation applications, appeals, law books, policy and procedure manuals, etc.

- Ability to prepare a variety of documents including budget documents, grant applications, annual and other reports, etc. using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to exercise discretion and maintain confidentiality in general and in particular as it relates to sensitive materials and matters being handled in the office.
- Ability to record and deliver information, explain procedures, and follow instructions.
- Ability to use and interpret counseling and basic medical and legal terminology.
- Familiarity with Wisconsin statutes and other legal references and the ability to apply them to daily work situations.
- Ability to communicate effectively with clients, subordinates, various County departments and veteran organizations, State and Federal Department of Veterans Affairs, doctors, attorneys, funeral directors, Veterans Service Commission, business representatives, politicians, and others verbally and in writing.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to work effectively in an office environment.
- Must have ability to interact positively with other staff, county, State, and Federal department personnel and the general public.
- Must be able to meet required deadlines, which may be stressful.

Lincoln 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 employees and incumbents to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date