

EMMONS COUNTY JOB DESCRIPTION
Veteran's Service Officer

JOB STATUS: Exempt, Appointed by the Emmons County Commission
LOCATION: Emmons County Courthouse, Linton, ND
REPORTS TO: Emmons County Commission

JOB SUMMARY: Under supervision of the Board of County Commissioners, assists veterans and their family members in obtaining benefits to which they are entitled from the Veterans Administration and other agencies.

ESSENTIAL JOB DUTIES:

- Supervises and coordinates the preparation and disposition of the claim applications of veterans and their dependents. Informs them of various types of benefits and services available to them.
- Completes and follows up on VA application forms for pensions, compensation, education benefits, hospital admittance, drug or mental health committals, VA home loans, state veterans' loans.
- Assists veterans; deliver and pick up medical supplies; complete yearly pension eligibility forms; assist in committals for medical or mental health treatment.
- Attends VA briefings and conferences to learn of changes in programs and to keep abreast of current activities pertaining to veterans' benefits. Maintain liaison with local and state agencies, veterans' organizations, and federal agencies relating to veterans' benefits and participate in speaking engagements.
- Conducts personal interviews with perspective clients and/or families in person and over the phone regarding eligibility for benefits, claims, service committals, and similar matters.
- Reviews office expenditures to prepare and maintain accurate yearly budget.
- Other duties as required and assigned.

ACCOUNTABILITIES:

- Ensure veterans and their families are kept informed of their rights, benefits, and other information related to services available to them.
- Ensure case files are accurately maintained and proper assistance is given to veterans and their families by monitoring the work of personnel.
- Insure monthly reports are prepared and presented to the proper County and State offices.
- Monitor expenditures to maintain accurate budget.
- Create a positive and productive work atmosphere by communicating and maintaining a professional manner and a team-like environment with clients, veterans' organizations, County, State, and Federal officials, and other employees, and members of the public.
- Apply appropriate guidelines, either specific or general, to appropriate duty.

JOB QUALIFICATIONS:

- High School Diploma or GED
- Must have exceptional communication and interpersonal skills to cordially and effectively work with people from a wide variety of backgrounds and varying levels of communication capabilities as well as staff, members and employees of other agencies and organizations as required.
- Must possess skills in being empathetic, professional and tactful in dealing with persons in various emotional and mental states.
- Must possess computer skills with proficiency in MS Word. Must have the ability to prepare reports and records.
- Must have a valid North Dakota driver license with a clean driving record.

WORKING CONDITIONS/PHYSICAL AND MENTAL DEMANDS:

- Physical environment consists of a desk job in the standard environment. Will include physical motions of finger dexterity for frequent use of PC keyboard, sitting and standing motions.
- Will be exposed to outside weather elements, lifting and carrying supplies, and other physical motions while making pick up or delivery or transporting clients. Extended travel may be necessary on occasion.
- Frequent use of PC Keyboard and monitor.

CLARIFICATION CLAUSE:

This is an appointed position and is subject to reappointment by the Board of County Commissioners on an annual basis. This job description is not intended and should not be construed to be a complete list of all skills, duties, responsibilities, or working conditions associated with the job. It is intended to be a reasonable outline of those principal job elements essential in maintaining the Veterans' Service Officer position. The job description is not a contract. The County reserves the right to modify job descriptions at any time.

Employee Signature

Date