

Job Title: Assistant County Veterans Service Officer I  
Department: Veteran's Services Office  
Classification: Grade 3  
Reports to: Veterans Service Officer  
Supervises: No  
Normal Business Hours: Monday – Friday, 8:00 AM-4:30 PM  
Telecommute: By exception  
Union: No  
FTE Status: 1.0 Full-Time Equivalent  
Last Reviewed: 12/2024

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**Nature of Work:**

This position receives, assists, and directs agency visitors, phone calls, or paperwork to appropriate department staff and resources after determining needs and issues while providing support services to agency personnel as needed.

**Communicates with:**

Internally – All veterans service staff.

Externally – Vendors and public.

**Supervision:**

N/A

**Essential Work Functions:**

- Provide excellent customer service in-person, via email, and over the phone by greeting individuals professionally, answering questions, taking complaints, taking detailed messages, and providing timely follow-up as needed.
- Performs general administrative duties, including monitoring and ordering office supplies, preparing memos, and processing invoices and purchase orders for payment.
- Provide administrative assistance for the Veteran Services Department, prepare documents, maintain records, develop reports, and coordinate scheduling.
- Provides assistance and information to veterans and their dependents. Must be knowledgeable of veteran's benefit programs at the Federal and State levels.
- Assists in filing applications for various benefits, i.e., Burial Benefits, Flag Applications, Change of Beneficiary, Marker Applications, Change of Address, etc.
- Orders necessary documents recorded with the County Recorder and Court Administration.

**Other Work Functions**

- Performs related work as required.

**Minimum Qualifications of Education and Experience:**

- Must be a Veteran of the United States as defined under Title 38 of the U.S. Code, who has separated under honorable conditions.
- Will be required to provide DD-214 documentation.
- Within one (1) year of hire, complete and pass the Accreditation for Veterans Services Representative test (Morrison County will bear all costs).
- Must have the ability to obtain security clearance to a PIV (Personal Identity Verification) card for access to Veteran's systems.
- Requires specialized training beyond High School, but less than an associate degree.
- No experience required.

- Ability to pass all position required background(s) and testing(s).

**Knowledge, Skills, and Abilities Required:**

- Understanding of the organization's goals and objectives.
- Strong interpersonal skills.
- Good written, oral, and interpersonal communication skills.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

**Persons with disabilities:**

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodations may be available for both essential and non-essential job duties.

**Physical Demands and Work Environment:**

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

<b>Exposed to:</b>	<b>24% or Less</b>	<b>25% - 49%</b>	<b>50%- 74%</b>	<b>75% or more</b>
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Heavy (Over 60 pounds of force)		X		
Challenging or threatening behaviors		X		
Work with high detail/deadlines		X		

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_