

Job Title: Assistant County Veterans Service Officer II
Department: Veteran's Service Office
Classification: Grade 5
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: 11/2024

Nature of Work:

This position assists veterans and their families with applying for state and federal VA benefits. It assesses each veteran's unique eligibility and needs, files disability claims for veterans, and monitors progress until adjudication. It also explains VA programs, medical systems, and processes to veterans and their families and helps veterans connect to other resources beyond the VA, such as local services.

Communicates with:

Internally – All veterans service staff.

Externally – Vendors and public.

Supervision:

N/A

Essential Work Functions:

- Counsel veterans and dependents in all matters relating to state and fed veteran's benefits services and programs.
- Communicates with VA, MOVA, other CVSOs, and local agencies.
- Attend regular training provided by the Veterans Administration and Minnesota Department of Veterans Affairs to develop and maintain the expertise and knowledge needed to advocate for veterans, their dependents, and survivors.
- Interpret Federal, State, and County laws, regulations, and policies, then use that interpretation to advise Veterans, dependents, and survivors concerning entitlements, benefits, and other related issues.
- Conduct outreach activities, including—but not limited to—presentations to assisted living facilities, county and state departments, hospitals, homeless shelters, and veterans' organizations.
- Assist in the entire claims process, Interview Veterans/dependents/survivors, gather, assemble, review, and submit all necessary forms and documents, and serve as the point of contact and liaison between the claimant(s) and organization(s).

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 two years of formal training in tech or an Associate degree.
- Minimum of 1 (one) year of relatable experience.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:

- Understanding of the organization's goals and objectives.
- Ability to build relationships
- 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 the Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Light (Under 25 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: _____