

Job Title: Veterans Service Officer  
Department: Veteran's Services Office  
Classification: Grade 13  
Reports to: County Administrator  
Supervises: 2 employees  
FLSA Status: Exempt  
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: 08/2024

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**Nature of Work:**

This position performs administrative duties, community outreach, training, reports, collaboration between departments/organizations/and resources for the benefits for the veterans and their families. Maintains all credentialing organizations standards via training and submission of mandatory CEU's (education), builds a cohesive team, counsels veterans on claims/laws/changes to benefits that apply to the service connected/nonservice connected veterans, benefit updates, newsletters, resources to link the Veterans to their benefits as provided by the National Veterans service organizations and state statutes.

**Communicates with:**

Internally – All veterans service staff.

Externally – Vendors and public.

**Supervision:**

Veterans Case Aid

Admin Specialist I

**Essential Work Functions:**

- Manages, and directs department staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.
- Manages over 5000 Veterans (provide service, information, and assistance).
- Prepares claim packets (interview/explain/provide guidance) on each type of service the veterans are eligible to receive.
- Operates secure software and provided privacy to each veteran on a case-by-case basis.
- Communicates with State, Federal, National organizations to assist the veterans claims or assistance in one of many areas.
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**Other Work Functions**

- Performs related work as required.

**Minimum Qualifications of Education and Experience:**

- Bachelor's degree.
- Minimum of 5 (five) years of experience.
- Ability to pass all position required background(s) and testing(s).

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

- Must be a Veteran.
- Veterans of Foreign War certification.
- American Legion certification.
- Disabled American Veterans certification.
- MN Dept of Veteran Affairs certification.
- Strong 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 supervise staff.
- 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		
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: \_\_\_\_\_