

Taylor County Board of County Commissioners

JOB TITLE: Veterans Service Officer (Part-time)

EXEMPT (Y/N):	No	UNION (Y/N):	No
Pay Grade	210	WORKERS COMP CODE:	8810
LOCATION:	Perry/Foley Airport	DEPARTMENT:	Veterans' Service Office
SUPERVISOR:	Grants Director		
PREPARED BY:	Human Resources	DATE:	
APPROVED BY:	BCC	Edited:	08/12/2014

THIS POSITION DOES NOT TAKE TANGIBLE EMPLOYMENT ACTIONS

SUMMARY:

This is a responsible position which involves advising and aiding Veterans or dependents in presenting disability, insurance, or pension claims for benefits under federal, state, or local laws and the administration of such program. The position also involves assisting Veterans who are in need of employment, housing, transportation to medical appointments, and educational opportunities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- ◆ Ensure the Veterans' Service Office is operated in a manner to provide professional, effective, and efficient service to Veterans and their dependents.
- ◆ Maintains communication with the Veteran community, Veteran organizations, and the civic and business community.
- ◆ Contacts employers relative to employment opportunities for Veterans, in particular disabled Veterans.
- ◆ Reviews legislation, regulations, rule changes, and precedents in reference to client medical reports, and service history to evaluate and determine validity of claims.
- ◆ Obtains claimant's Power of Attorney to represent the Veteran when contacting the Veterans Administration (VA) in reference to claimant's benefits and/or claims.
- ◆ Prepares claim forms, briefs, and assemble pertinent evidence.
- ◆ Contacts doctors and other individuals relative to furnishing official affidavits and evidence for individual claimants.
- ◆ Requests hearing before the Veterans' board and presents briefing if so needed.
- ◆ Advises Veterans on insurance, vocational, and other matters, working in cooperation with Department of Veterans Affairs and other agencies.
- ◆ Prepares bulletins and correspondence to acquaint public with current activities and legislation.
- ◆ Participates in or initiates civic functions to inform public of services rendered and rights and benefits of Veterans and dependents.

QUALIFICATION REQUIREMENTS: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ◆ Must have knowledge of the laws, rules, and regulations governing Veterans benefits under federal and state statutes.
- ◆ Ability to exercise good judgment in counseling and in assisting in a solution for the Veterans problems.

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- ◆ Ability to enlist and retain the respect, confidence, and cooperation of Veterans and their families, and applicable agencies.
- ◆ Ability to interpret and enforce various federal and state statutes dealing with Veterans affairs.
- ◆ Ability to establish and maintain effective working relationships with employees, Veterans, their dependents, civic groups, and the general public.
- ◆ Ability to express self clearly and concisely, both orally and in writing.

OTHER KNOWLEDGE, SKILLS AND ABILITIES:

- ◆ Ability to read, analyze and interpret periodicals, professional journals, procedures, and governmental regulations.
- ◆ Ability to write reports, prepares correspondence, and establishes procedures.
- ◆ Ability to effectively present information and respond to questions from clients and their families as well as the general public.
- ◆ Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- ◆ Ability to compute rate, ratio, and percent.
- ◆ Ability to calculate figures and amounts such as discounts, proportions, and percentages.
- ◆ Ability to apply understanding to carry out instructions furnished in written or oral form.
- ◆ Ability to define problems, collect data, establish facts, and draw valid conclusions.
- ◆ Ability to deal with problems involving several abstract and concrete variables.
- ◆ Ability to exercise good judgment in counseling and in assisting in the solution of Veteran's problems.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ◆ Required to sit; use hands to finger, handle, or feel; talk and hear.
- ◆ Occasionally required to stand; walk; reach with hands and arms; and stoop and kneel.
- ◆ Must be able to lift and/or move up to 10 pounds.
- ◆ Must be able to operate a motor vehicle.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is normally in an office environment. Employee is required to visit and speak at Veteran's organizations and to visit Veterans and/or their families at their homes and other locations if so needed. Periodically requires overnight travel.

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EDUCATION AND/OR EXPERIENCE:

Associate's (2 year) Degree from an accredited university, college, or community college or graduation from high school or GED and four years administrative experience.

CERTIFICATES, LICENSES, REGISTRATION:

- ◆ Must qualify under Section 292.11, Florida Statutes and Title 38, U.S.C.
- ◆ Must be certified by the State Director of Veterans' Affairs. Must maintain professional education through Florida Division of Veterans' Affairs refresher courses.
- ◆ Must possess valid Florida driver's license and a good driving record