

**BUFFALO COUNTY  
JOB DESCRIPTION**

**POSITION TITLE:** Veterans Service Officer

**DEPARTMENT:** Veterans Service Office

**REPORTS TO:** Buffalo County Board of Commissioners

**SUPERVISES:** 2 Office Staff

**PURPOSE OF POSITION:**

**Counsel and help veterans apply for county, state, and federal VA benefits**

**Essential Functions**

- Hire, train, retain, fire, and discipline employees
- Prepare and submit payroll claims on a bi-weekly basis
- Prepare and submit vendor claims on a monthly basis
- Prepare a budget and manage the office under the approved budget
- Attend all Veterans Service Committee meetings
- Counsel veterans and dependents when applying for VA benefits
- Advocate for veterans to the VA Regional Office and to the VA Medical Centers to include but not limited to solving problems with medical care, transportation, disability claims etc.)
- Assist veterans with VA appeals to the Board of Veterans Appeals and the Court of Veterans Appeals
- Be the liaison with state and federal agencies such as Nebraska Department of Veterans' Affairs, Workforce Development, University of Nebraska at Kearney Vet Rep, U.S. Department of Veterans' Affairs, Social Services, Society Security, etc.
- Communicate and coordinate with local funeral directors and monument companies
- Order office supplies and equipment for the office
- Maintain a record of office contacts and mail registries
- Maintain the checking account for County Veterans' Aid Fund with First National Bank
- Setup veteran accounts for groceries
- Create and maintain a computer database of information on veterans both living and deceased
- Provide bronze flag holders on veterans graves
- Maintain an inventory of bronze flag holders in the Buffalo County cemeteries
- Order sufficient new markers for upcoming years
- Maintain a grave registry for the veterans buried in Buffalo County
- Maintain and Administer the County Veterans' Aid Fund
- Interview and complete applications for the County Veterans' Aid Fund and Nebraska Veterans Aid
- Be the liaison for the application process for Homestead Exemption

- Register DD214 with the Clerk's Office to obtain certified copies later
- Read the names of the deceased veterans on Memorial Day
- Obtain marriages records, birth certificates, divorce decrees of veterans
- Coordinate report of death and headstone applications with Buffalo County Cemetery officials
- Communicate and coordinate with utility companies, landlords, medical providers, and solicit reductions in bills
- Assist and submit applications for the Nebraska Veterans' Homes
- Obtain medical records and document for the Nebraska Veterans' Home application
- Assist and submit applications for hunting/fishing/park licenses for veterans
- Record burial card with Nebraska Department of Veterans' Affairs
- Assist veterans with new state "Veterans Driver's License and License Plate Registration"
- Counsel and assist with the application for VA Medical Center benefits and advocacy concerning these benefits
- Counsel, apply, and advocate for Service connected disability benefits, Vocational Rehabilitation, Dependency and Indemnity Compensation, and Non-Service Connected Pension and Survivor's Pension, Housebound and Aid and Attendance, Educational benefits, Process of application for Headstone, bronze plaque or medallion, Life Insurance including original application and change of beneficiary etc., VA Home Loan Guarantee Certificate, Funeral/Burial benefits, CHAMPVA health insurance, change of address, initiation of direct deposit, National Cemetery (fax DD214), Veteran Preference Letter (5 point and 10 point), Liaison with the Vet Center to assist veterans in obtain Stressor Letters for their VA disability claims, and counseling related to Post Traumatic Stress Disorder, and adaptive equipment
- Assist with obtaining DD214 or equivalent, and counseling for corrections and/or upgrades for character of service
- Counsel, apply and advocate for Military Retiree benefits (Combat Related Special Compensation, Concurrent Pay, Survivor's Benefit Plan, Change of Address, Tricare Insurance, etc.)
- At a minimum, attend and actively participate in the following meetings as well as prepare a report for the Board of Commissioners explaining what was discussed and what you contributed to the meeting. This report will be due within 7 days of the meeting
  - Fall and Spring CVSOAN Training
  - Nebraska Association of County Official's Central District Meetings
  - Nebraska Association of County Officials (NACO) Annual Conference
  - At least 10 local veterans organization meetings in a calendar year
- Schedule a time with the Central Nebraska Veterans Home to use the space provided for the VSO to meet with veterans at least once a month. This schedule shall be set and provided to the Board of Commissioners on an annual basis.

### **Essential Knowledge, Experience, and Abilities**

- Thorough knowledge of county, federal and state regulations concerning veterans
- Ability to understand and follow written and oral instructions

- Thorough knowledge and ability to utilize general office procedures, standard clerical techniques, and office equipment.
- Thorough knowledge of County policies, rules, and regulations
- Thorough knowledge of an experience in utilizing a variety of computer systems, hardware, and software packages
- Ability to maintain the confidentiality of all departmental documents and transactions
- Ability to maintain departmental records, compile information, and prepare accurate reports
- Ability to work independently, prioritize work, meet deadlines, and make decision on the basis of established procedures and polices
- Ability to communicate effectively, both orally and in writing
- Ability to maintain cooperative working relationships with fellow employees, supervisors, governmental officials and the general public
- Thorough knowledge of federal, state, and county veterans' programs
- Ability to type, photocopy, fax, email and process mail
- Ability to problem solve and reason
- Ability to work effectively in stressful situations
- Thorough knowledge of the English language and proper grammar, spelling, and punctuation
- Ability to perform assignments with accuracy and attention to detail
- Thorough knowledge of basic mathematics
- Ability to supervise

#### **Essential Education, Certifications, and/or Licenses**

- Shall have served on active duty in the armed forces of the United States, other than active duty for training, shall have been discharged or otherwise separated with a characterization of honorable from the service, and shall have been bona fide residents of the State of Nebraska continuously for at least one year immediately prior to assuming any such position, except that if there is no applicant for county veterans service officer in a county who will have been a bona fide resident of the State of Nebraska continuously for at least one year prior to assuming such position, the one-year residency requirement may be waived.
- Must be accredited with a veterans organization or have the ability to be accredited within a reasonable amount of time as determined by the County

#### **Essential Physical Demands and Typical Working Conditions**

- Must be able to carry, stand, drive, kneel, speak, squat, hear, climb, walk, sit, reach, and pull on a regular basis
- Must be able to stand or walk for an entire day.
- Must be able to lift up to 50 pounds unassisted
- May be exposed to fumes, hazards, dirt, heat/cold, chemicals, noise and toxins

#### **Essential Attendance and Availability Requirements**

- Must have regular attendance
- Must be punctual
- Must have the ability to work overtime when necessary
- Must have the ability to work at the job site
- Must have the ability to travel
- May work indoors or outdoors in any type of weather

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The County recognizes that an individual with a disability may require an accommodation to enable him or her to successfully perform a job function. Consideration will be given to reasonable accommodations.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Effective Date of Job Description:** \_\_\_\_\_