

**BUFFALO COUNTY
JOB DESCRIPTION**

POSITION TITLE: Assistant Veteran Service Officer (I)

DEPARTMENT: Veterans Service Office

REPORTS TO: Veterans Service Officer

PURPOSE OF POSITION:

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

Essential Functions

- Greets the public, answers the telephone and provides customer service per the mission of the Buffalo County Veteran Service Office.
- Counsel veterans, assist with the application, and advocate for veterans and spouses seeking Service-Connected disability benefits, VA Healthcare, Vocational Readiness and Employment, Dependency and Indemnity Compensation, Non-Service Connected Pension and Survivor's Pension, Special Monthly Compensation/Pension, Educational benefits, Claims for Burial Allowance, VA Headstones and Markers, VA Life Insurance, VA Home Loan Guaranty, and CHAMPVA Health Insurance.
- Assist with obtaining DD214 discharge documents or equivalent, and counseling for corrections and/or upgrades for character of service
- Counsel and advocate for Military Retiree benefits such as Retirement Pay, Combat Related Special Compensation, Concurrent Retirement and Disability Pay, Survivor's Benefit Plan and Tricare
- Provide appropriate referrals to state and federal agencies such as Nebraska Department of Health and Human Services, Department of Labor, University of Nebraska at Kearney, Central Community College, Area Agency on Aging, Social Security Administration, Department of Defense, Nebraska Army National Guard, Defense Finance and Accounting Service (DFAS), etc.
- Maintain a computer database of information on both living and deceased veterans
- Maintain confidential files, documents, and electronic database
- Coordinate transportation to medical appointments for veterans that need that level of assistance
- Maintain and update database of living and deceased veterans and of widows receiving benefits
- Counsel and assist Veterans with applications for County and Nebraska State Veterans' Aid. Upon approval of veterans' aid, coordinate payments to local businesses and maintain appropriate documentation.
- Maintain familiarity with NDVA's current Nebraska Veterans' Registry Guidelines and be able to provide assistance to veterans trying to obtain state "Veteran" on their Driver's License and/or apply for Military Honor plates.

- Maintain knowledge of the eligibility criteria for the Nebraska Veterans' Homes and assist Veterans, spouses and their family members through the application process
- Be knowledgeable with laws governing Nebraska Game and Parks veteran permits and be ready to assist veterans with the application
- Perform outreach at veteran related events around the county as directed to include, veteran organization meetings, National Guard and Army Reserve functions, Retiree Briefings, events that will further extend the reach of the office to the Veterans in the County.
- Complete special projects as assigned.

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 and 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 policies
- 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, scan, email and process mail
- Ability to problem solve and reasoning
- 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

Essential Education, Certifications, and/or Licenses

- High school diploma or equivalent
- 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.
- 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 drive, speak, hear, walk, sit, reach and perform repetitive motion on a regular basis

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: _____