

## **Dickinson County, Michigan Position Description**

**Title:** Veterans Service Officer  
**Department:** Veterans Service  
**Date:** December 2016  
**Pay Grade:** MPO1

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### **Purpose of Position**

Under the general direction of the County Controller/Administrator, researches, interprets and monitors federal, state and /or local laws and regulations to ensure accurate benefits and services which veterans may be entitled to receive. Advise and provides assistance to veterans and/or their dependents on the services and benefits available to them and refers them to the proper outside agencies when applicable. Acts as authorized agent for Soldiers Relief assistance and an assistant authorized agent for the Michigan Veteran Trust Fund program. Represents the Veterans Affairs Office at veterans' service organizations meetings, civic group and other governmental entities to explain departmental operations and services and to respond to inquiries and concerns.

### **Essential Duties and Responsibilities**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Meets with and interviews veterans and their dependents and determines eligibility for benefits; counsels and advises claimants and assists in developing claims. Ensures Privacy Act laws are adhered to with regard to client files and confidential information.
- Responsible for financial management of the office, including County burial Assistance funds, Soldiers Relief, and Veterans' programs. Drafts and administers the budget, authorizes invoice transmittals, and monitors all related financial activity. Oversees and participates with preparation of grant programs.
- Reviews claim decisions and explains them to claimants; assists in appeals of decisions.
- Researches, interprets and monitors federal, state and/or local laws and regulations to ensure accurate benefits and services are available to veterans. Utilizes on-line veteran support services.
- Reviews and responds to all department mail.
- Attends all Dickinson County Veterans' Affairs Committee Meetings.
- Provides oral and written reports to the Dickinson County Veterans' Affairs Committee.
- Conduct public visits to assist veterans and/or their dependents that cannot come to the office to file for veterans benefits.
- Maintains current lists of supportive and community series available for claimants.

- Acts as authorized agent for the Soldiers Relief assistance and an assistant authorized agent of the Michigan Veterans Trust Fund programs.
- Serves as the County's liaison to the veterans' service organizations in the county.
- Makes presentations and speaks to veterans' organizations.
- Performs other related functions as assigned or required.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High school diploma or equivalent with vocational/technical training in Veterans Service and one year of related experience or any combination of education and experience that provides equivalent knowledge, skills and abilities.

### **Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Language Ability and Interpersonal Communication**

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Requires the ability to persuade, convince, influence, train and monitor, in favor of a desired outcome. Requires the ability to act as a lead person.
- Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as claim forms, invoices, federal regulations and professional journals, laws, medical and legal references, policies, procedures, guidelines and non-routine correspondence.
- Requires the ability to communicate orally and in writing with the County Administrator, veterans and their dependants, intermediate supervisor, counselors, doctors, source persons, the media and the public.

#### **Mathematical Ability**

- Requires the ability to perform addition, subtraction, multiplication and division; and to calculate percentages and decimals.

#### **Physical Requirements**

- Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines and/or related materials used in performing essential functions.
- Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.
- Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds.

- Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.

**Environmental Adaptability**

- Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.

Dickinson County, Michigan is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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Employee's Signature

\_\_\_\_\_  
Controller/Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date