



Travels to veterans' homes, nursing homes, or hospitals as needed.

Maintains current knowledge of regulations governing veteran benefits, maintains inventory of current reference materials, and distributes brochures, forms, applications and related materials to local community organizations and individuals.

Maintains accreditation with one or more service organizations.

Attends training seminars as required.

Performs related duties as assigned.

### **I. JOB REQUIREMENTS:**

High school diploma or GED.

Must be 21 years of age.

Must be an honorably discharged veteran who has had at least six months of service in the armed forces of the United States and a citizen of the United States and Indiana.

Must meet all other applicable hiring and retention requirements of Indiana State code, including, but not limited to, ability to satisfactorily complete written examinations for certification/recertification.

Ability to meet all departmental hiring requirements, including passage of a drug test.

Thorough knowledge of and ability to make practical application of federal and state veterans' benefits, eligibility requirements and application procedures.

Ability to make arithmetic calculations and prepare and administer Department budget.

Ability to analyze, evaluate, observe, diagnose, and investigate.

Ability to supervise assigned staff, including interviewing candidates, making hiring decisions, orienting new subordinates, training, developing, and motivating assigned staff, determining significant changes in responsibilities, evaluating performance results, reviewing salaries, recommending personnel actions, keeping supervisor and staff informed, and maintaining discipline.

Ability to maintain files/records, prepare detailed activity reports, and evaluate data.

Ability to properly operate standard office equipment, including computer, printer, and calculator and ability to operate and use the Internet and computer software.

Ability to effectively communicate orally and in writing with co-workers, other County personnel, veterans, their spouses, dependents and/or survivors, community officials and representatives, benefit and community service agencies, governmental agency officials and representatives, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to provide public access to, or maintain confidentiality of, department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to work on several tasks at the same time and complete assignments effectively amidst frequent distractions and interruptions.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to occasionally travel out of town for meetings and training, sometimes overnight.

## **II. DIFFICULTY OF WORK:**

Incumbent performs duties according to state and federal rules, regulations, policies and procedures, exercising independent judgment in interpreting precedents and adapting standard methods to fit individual situations. Work requires consideration of many variables in determining applicable benefits and application procedures.

## **III. RESPONSIBILITY:**

Incumbent applies standard practices of the profession in providing assistance to clients, maintaining records and ensuring accurate and timely completion of forms/applications. Work is reviewed primarily for attainment of objectives.

## **IV. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other County personnel, veterans, their spouses, dependents and/or survivors, community officials and representatives, benefit and community service agencies, governmental agency officials and representatives, and the public for the purpose of giving and receiving information.

Incumbent reports directly to the County Commissioners.

**V. PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs a majority of duties in a home/office environment, involving sitting and walking at will, lifting/carrying under 25 pounds, keyboarding, close vision, hearing communication, and speaking clearly. Incumbent periodically drives or travels in a vehicle to assist clients in their homes and other locations.

Incumbent occasionally travels out of town for meetings and training, sometimes overnight.

**VI. OTHER:**

The Veterans Service Officer is an appointive position. Specific job duties and job requirements are established at the discretion of the County Commissioners. A person appointed to the Veterans Service Officer serves at the pleasure of the County Commissioners, works exclusively for the County Commissioners, and may be terminated by the County Commissioners at any time.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

The job description for the position of Veterans Service Officer for Veterans Services describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?  
Yes\_\_\_\_\_ No\_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name