

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : Veteran Services Technician  
**Department:** Veteran's Services  
**Revised** : December 2019

**Class** : Professional  
**FLSA** : Non-exempt

*This job description supersedes any prior description for the Veteran Services Technician classification.*

**GENERAL DESCRIPTION**

Responsible administrative work involving the various Veteran's programs. The employee assigned to this class exercises independent judgment and initiative, based upon federal, state, and county policies and regulations. Supervision is received from the Veterans Services Director, who evaluates work through analysis of program accomplishments and through periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Greets the public; answers questions from the public in person and by telephone; gives out specific information and instructions; sets up appointments.

Determines eligibility for veteran's benefits and assists veterans, widows of veterans, dependent parents of veterans, and children of veterans in preparing applications to the Veterans Administration, Department of Defense, and North Carolina Division of Veterans Affairs for various benefits.

Files compensation and pension claims.

Processes vehicle license plate, hunting and fishing license and property tax exemption service requests.

Counsels and advises clients about veteran's benefits both in person, by email, and by telephone.

Release of documents with personal identifying information (PII) and personal health information (PHI) in accordance with HIPPA, federal, state, and Veterans Benefit Administration regulations regarding privacy and standard operating procedures.

Enters data into Vetraspec data base, and monitors and retrieves information from the Veteran's Administration database (VBMS).

Orders office supplies; processes invoices for payment.

Types routine letters and memos from specific guidelines and proofreads them for accuracy; types labels and file cards.

Maintains and/or processes a variety of departmental records, forms, reports, logs, and files.

Processes incoming and outgoing mail; routes documents to the proper source.

Attends various veterans organizational meetings and outreach events; represents the Veterans Service Office on the Rowan County Veterans Service Council.

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Performs the duties of Veterans Services Officer as necessary.

### **OTHER JOB FUNCTIONS**

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Extensive knowledge of HIPPA, privacy laws, federal and state policies, procedures, and regulations pertaining to the various veterans service programs.

Thorough knowledge of resources available for assistance to veterans, widows of veterans, dependent parents of veterans, and children of veterans.

Skill in the use of various computer software programs.

Ability to exercise judgment and discretion in applying and interpreting federal and state policies relating to veterans and departmental guidelines.

Ability to communicate effectively, orally and in writing.

Ability to establish and maintain effective working relationships.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work includes extended periods of time viewing a computer video monitor and operating a keyboard. Work includes operation of a motor vehicle. Employee is not substantially exposed to adverse environmental conditions or hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

### **MINIMUM EXPERIENCE AND TRAINING**

Associate's Degree from an accredited college or university in Business Administration, Public Administration or a related area and two years of public contact and clerical/administrative experience; or graduation from high school and four years of public contact and clerical/administrative experience. Possession of or ability to obtain a North Carolina Division of Veterans Affairs certification as a Veteran Services Officer within one year of employment. PC skills and a valid driver's license are required. National Association of County Veteran Service Officers accreditation and Veteran Support Specialist preferred. Veteran preferred.

**This job description does not create an employment contract,  
implied or otherwise.**