

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Veteran Services Officer (Part-time)
Department: County Manager
Revised : October 2013

Class : Professional
FLSA : Non-exempt

This job description supersedes any prior description for the Veteran Services Officer 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 County Manager, 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.)

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

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 and North Carolina Division of Veterans Affairs for various benefits.

Assists veterans in completing claim forms and clarifies various claim problems by contacting federal and state veteran agencies representatives, discussing the problems and resolving the problems.

Enters data into the local veterans data base and retrieves information from the Veteran's Administration database.

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

Maintains a variety of records; prepares a variety of reports.

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 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.

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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 may be exposed to hazardous materials.

EXPOSURE CONTROL

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

MINIMUM EXPERIENCE AND TRAINING

Bachelor'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 related to Veteran Service Programs; or an Associate's Degree from an accredited college or university in a related field and four years of public contact and clerical/administrative experience pertaining to Veterans Service Programs. PC skills and a valid driver's license are required. Veteran preferred.

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