

Hamilton County

State of Ohio

JOB DESCRIPTION

Hamilton County Veterans Service Officer

Appointing Authority:	Veterans Service Commission	Civil Service Status:	Classified
Classification Title:	Veterans Service Office	Employment Status:	Full-Time
Reports to:	Executive Director	FSLA Status:	Exempt

GENERAL DESCRIPTION:

Under general supervision of the Executive Director, the County Veterans Service Officer advises and assist active military personnel, veterans, spouses, surviving spouses, children, parents, and dependents of veterans on presenting claims, obtaining rights and benefits available under federal, state and county laws.

QUALIFICATIONS: An example of acceptable qualifications:

Shall be a veteran pursuant to O.R.C. 5901: possession of an honorable discharge (DD214) from the U.S. Armed Forces; High school diploma or equivalent: two years' experience working with the public: or equivalent combination of education and/or experience.

LINCENSURE OR CERTIFICATION REQUIREMENTS:

Possession of a valid driver's license; must be and remain insurable under the county's vehicle insurance policy; must maintain certification as a Veterans Service Officer.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:

Motor vehicles, personal computer, fax machine, copier, calculator, micro-fiche, and related equipment, paper shredder, printers, and other modern office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee is exposed to environmental conditions which may result in injury from fumes, odors, dust, mists, gases, and/or poorly ventilated work area (e.g., toner, correction fluid); has contact with potentially violent or emotionally distraught persons; has exposure to hazardous driving conditions.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 U.S.C. 12101:

- 1) Advises and assists persons in the Armed Forces of the United States, veterans' spouses, surviving spouses, children, parents, and dependents of the veteran in presenting claims or obtaining rights or benefits un any law of the United States or of this state, including but not limited to service-connected compensation, non-service disability pension, survivors' pension, documents and award requests, discharge upgrades, health benefits, and educational benefits.
- 2) Determines appropriate benefits for clients; obtains documents necessary to substantiate claims (e.g. medical evident, service history, employment verification and history, witness statement, birth certificate, death certificates, marriage license, divorce documentation, custody document); makes recommendation on financial assistance applications agencies in timely manner.
- 3) Maintains files of all documentation provided to establish and support claims for benefits; develops professional relationships with clients; works in conjunction with local, county, state, and federal agencies to advocate for clients.

- 4) Refers clients to the Temporary Emergency Financial Assistance program; refers and schedules clients under the Transportation Program.
- 5) Ensures that applications for aid regarding the burial of eligible indigent clients are complete; assists with applications for grave markers and burial flags.
- 6) Participates in civic functions, as well as service organizations, to inform the public of services rendered for veterans and dependents.

OTHER DUTIES AND RESPONSIBILITIES:

- Performs home visits when necessary to verify the information provided by the veteran and assist in the benefit application process.
- Reports known and suspected cases of fraud and/or misrepresentation to the appropriate persons and agencies.
- Attends continuing education classes; maintains awareness of all laws, policies, and procedures affecting veterans and their dependents; attends seminars and schooling that may require out-of-town travel.
- Must be able to obtain and maintain accreditations through the Ohio Department of Veterans Services and other National Accredited Organizations.
- As a veterans' service officer must have reliable transportation.
- Performs other job-related duties as required.
- Must compete and pass a background check.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*Indicates developed after employment)

Knowledge of; budgeting, accounting, government structure and process; veterans service commissions laws and/or regulations; *agency goals and objectives; * departmental policies and procedures; public relations; office practices and procedures; records management; office management; public administration; case management.

Skills in - computer operations, communicating, and listening.

Ability to: interpret a variety of instructions in written, oral, picture, or schedule form; calculation fractions, decimals, and percentages; prepare accurate documentation; communicate effectively; understand a variety of written and/or verbal communications; interpret results, draw conclusions, and take recommended action; develop and maintain effective work relationships, including individuals, departments, and/or agencies; travel to and gain access to work site.

Deadline to Apply

Until Filled

We are committed to providing equal employment opportunities in all employment practices. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, citizenship status, marital status, age, disability, genetic information, protected veteran status, gender identity or expression, sexual orientation or any other characteristic protected by law.