

Position Title: Veteran's Benefit Specialist FLSA Status: Non-Exempt
Reports to: Veterans Services Officer Pay Grade: I
Department: Veterans Services

I. Position Summary

This position description has been prepared to assist in evaluating duties, responsibilities, and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed.

This position is responsible for the administrative functions of the Veteran's Services Office. Employee in this position consistently exercises independent judgment and discretion.

II. Essential Duties and Responsibilities

- Performs duties of the Veteran Service Officer in his/her absence.
- Acquires and maintains professional accreditation with as many veteran service organizations (NACVSO, WDVA, VFW, DAV, American Legion, etc.) as possible, to represent Vernon County veterans, spouses and dependents as their power of attorney with the US Department of Veterans Affairs (VA) and WDVA. Participates in a successfully complete continuing educational offering both classroom settings and/or online, if available, to maintain accreditation by attending meetings, seminars, conferences, etc. as approved by the CVSO.
- Maintains the VSO's computerized records management system: Veterans information Management System (VIMS). Ensures that all Vernon County Veterans office contact records are entered into and maintained in that system.
- Converts all historical paper files (except pending active files), and enters all newly completed files into the VSO secure digital records storage system by digital scanning.
- Provides direct client assistance with regard to interpretation of complex eligibility criteria, applications and supporting documentation for state and federal benefits.
- Provides direct client assistance with applications for burial benefits, veteran's life insurance, federal GI Bill and state education benefits, V. A. hospital care and other veteran's benefits.
- Provides general and technical information regarding over twenty federal and state veterans benefits programs.
- Interviews and advises returning service veterans as it pertains to their eligibility for county, state and federal benefits.
- Maintains and properly disposes of confidential and privacy act documents.

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Vernon County 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.

- Makes referral to other county and community agencies to meet the need of veterans that cannot be met through veterans' programs and entitlements.
- Assists veterans and families dealing with the sensitive issue of mental illness, alcohol and other drug abuse, post-traumatic stress disorder and bereavement.
- Interprets Federal and State Statutes, Codes, and Regulations under guidance of the Veteran Service Officer.
- Initiates and drafts correspondence to clients, the Federal and State Department of Veterans Affairs and other agencies.
- Obtains vital records from throughout the country for veterans and families to include discharge documents, marriage, divorce, birth and death records, medical reports, social, financial information, etc., from claimants employers, credit unions, banks, insurance companies, commercial vendors, creditors, CO-signers, Register of Deeds, Treasurer's office, bureaus of vital statistics, etc., which are required to fulfill the claimant's obligations.
- Supervises drivers (schedules and assigns drivers) to transport veterans to VA medical facilities.
- Monitors and ensures the confidentiality and security of files and records.
- Assists the Veteran Service Officer in preparing budgets.
- Provides comprehensive explanation of loan programs such as VA Guaranty Home Loan, State Home Loan, Program, Home Improvement Loans, and Personal Loan Programs.
- Interviews, assesses, counsels, and makes independent decisions regarding loan programs.
- Secures, prepares, and coordinates all necessary documentation to fulfill federal and state requirements for loan programs such as CO-signer letter of intent, mortgage balance, and fair market value of property, proof of income, education deferment request and estimate of improvements.

III. Related Job Functions

- Responsible for maintaining the office inventory of State and Federal forms, brochures and office supplies. Performs routine and advanced word processing and spreadsheet functions with above average proficiency and/or uses electronic typewriter.
- Maintains veteran's database to include military records, disability, insurance, death and burial information.
- Maintains office records to include veteran's files, office statistics and payroll information.
- Performs the clerical duties of the Veterans Service Office to include typing of correspondence, press releases, benefit application forms, office appointment calendar, making photocopies and reports on a computer or typewriter.
- Responsible daily for pick-up of mail as soon as available and delivery to the post office of outgoing mail by deadline for postal pickup as directed.
- Establishes and maintains effective working relationship with co-workers and others

- Keeps office statistics, records, routes mail and files information, keeps records, uses copier.
- Orders and maintains inventory of office supplies, postage, equipment, etc.
- Attends staff meetings and training sessions.
- Performs related work as required or directed.

IV. Physical Demands

75% -Sits at desk, uses hearing, near vision and fingering for typing, word processing, computer keyboard or other office machines. 50% - Talks to clients, callers, department staff. 10% - Moves about the office. 50% -Handles papers and manuals, etc. 50% some time is spent standing, reaching, bending in order to perform filing or other duties, and lifting files, copy paper and other office materials up to 25 lbs. Occasionally moves around office. May travel to other offices or sites for meetings, mail, etc. Involves minimal potential and/or direct exposure to blood or body fluids.

V. Education and Training Requirements

Graduation from an accredited high school or GED, preferably supplemented by advanced technical training and 1-2 years' experience dealing with Veteran's programs, or any suitable equivalent combination of training and experience that provides equivalent knowledge skills and abilities. Any combination of education and training which would provide the opportunity to acquire the knowledge and abilities listed. Normally, college level course work in public or business administration, sociology, economics, administrative law, psychology or closely related areas would provide this opportunity. Must have valid Wisconsin driver's license and reliable transportation with adequate auto insurance to meet minimum County requirements, or access to reliable transportation for City and rural travel. Possession of a valid driver's license and reliable transportation with adequate auto insurance to meet minimum County requirements, or access to reliable transportation for city and rural travel.

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