

LINN COUNTY CLASSIFICATION

TITLE: VETERANS SERVICES OFFICER

NUMBER: 590

APPROVAL ORDER NUMBER: 2024-145

PAY RANGE: 14

DATE: APRIL 23, 2024

CATEGORY: SEIU

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Counsel, advice and assist veterans and their dependents in obtaining benefits provided for them by State and Federal law.

SUPERVISION RECEIVED: Works under the direction of the Veterans Services Program Manager who provides administrative direction, reviews performance and establishes goals and objectives.

SUPERVISION EXERCISED: Supervision of other employees is not a principle responsibility of this classification. Duties may include responsibility to assign/supervise work and train employees in lower classifications and review work for completeness and accuracy.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Respond to requests for information about veterans' benefits and rights. Interview and counsel veterans, their dependents and survivors regarding benefits and rights as appropriate to the individual situation. Advise veterans and their dependents of their rights under Veterans Benefits Act and other relevant legislation. Interpret and apply governmental agency rules and regulations.
2. Select appropriate forms, ascertain necessary evidence/documents required and provide representation and assistance to veterans who seek benefits to which they may be entitled under applicable laws. Assist veterans and dependents in applying for educational benefits, home loans, insurance and other related benefits.
3. Obtain, analyze and evaluate military service information, medical history, family finances and other pertinent information. Review and file claims for benefits.
4. Assist in conducting public information programs to disburse general information pertaining to veterans' benefits which includes speaking engagements before interested groups and during events.
5. Assist in maintaining a variety of records and prepare reports concerning departmental operations.
6. Develop and maintain effective, harmonious and reasonable work relationships with others.
7. Maintain regular and predictable work attendance.

OTHER FUNCTIONS: This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable).

KNOWLEDGE, SKILL AND ABILITY: Reasonable knowledge of current State and Federal legislation pertaining to benefits for veterans and their dependents. Reasonable knowledge of programs and activities of other agencies rendering services to veterans. Knowledge of legal documents and processes necessary to substantiate benefit claims.

Ability to tactfully conduct interviews of a personal nature with veterans and their families as a means of obtaining accurate and complete information. Ability to establish and maintain satisfactory relationship with veterans, veterans' groups and government agencies. Ability to write complete and accurate reports.

Ability to work independently; have basic computer knowledge and ability to perform computer functions with reasonable skill. Considerable knowledge of basic business English composition, grammar, spelling, punctuation and medical and legal terminology.

Ability to make clear and concise reports and recommendations related to activities; ability to establish and maintain harmonious relationships with employees, county officials and the public. Ability to communicate in writing and orally.

EXPERIENCE, EDUCATION AND TRAINING: Graduation from a senior high school plus two years of office management preferably in a government agency which involves working with the public; education and training which demonstrates the ability to perform the work described.

NECESSARY SPECIAL QUALIFICATIONS: Certification by the Oregon Department of Veterans Affairs as a fully trained Veterans Services Officer. Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in an office environment. Work requirements include the ability to see, talk and hear; sit and move about; use hands to finger, handle or operate objects or controls and reach with hands and arms. The work requires the ability to lift or move thirty (30) pounds.