



Codington County, South Dakota

Job Title: Deputy Veteran's Service Officer
Reports To: Veteran's Service Director
FLSA Status: Non-Exempt

SUMMARY

Under the direction of the Veteran's Service Director, the Deputy Veteran's Service Officer is responsible for assisting military veterans and their dependents or survivors in their pursuit of benefits from the US Department of Veterans Affairs (VA) and other agencies. Duties include studying and explaining State and Federal veterans' legislation, regulations and procedures, consulting with medical care providers, preparing veteran's benefit claims, and consulting with other government agencies to ensure that their clientele are receiving the maximum level of assistance and benefits to which they are entitled.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but are not limited to:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assist and advise veterans, veteran's survivors and their dependents of their rights under military service benefits acts and other relevant legislation.
- Investigate and conduct interviews to obtain a comprehensive case history in order to determine eligibility for aid and establish the best course of action.
- Problem solve sensitive and complex cases arbitrarily utilizing comprehensive knowledge of all pertinent rules, regulations and statutes.
- Process, monitor and review claims submitted via computer, fax and mail, to numerous counties, state, federal agencies and businesses, maintaining timely and efficient benefit claims process.
- Maintain a confidential and professional working relationship with clients, many who have complex physical and mental issues and come from diverse ethnic and economic backgrounds.
- Process claims using VETRASPEC to record historical notes and communication within client's records. Advise claimant that information provided should be true and accurate to the best of their knowledge.
- Advise claimants regarding other benefits to which they may be entitled, including social security, vocational rehabilitation, Medicare and Medicaid, and all need-based federal and state programs.
- Veterans Technology advisor to educate and train veterans on new technology.



Codington County, South Dakota

SECONDARY DUTIES AND RESPONSIBILITIES:

- Attend local county veteran organizations to brief members on current veteran's benefits.
- Maintain confidential records in accordance with all the requirements of the data privacy laws and HIPPA, to include record retention and disposition per county and state regulations.
- Attend appropriate seminars and training courses yearly, as requested and approved by the Commission.
- Perform duties in a manner consistent with safe practices and policies.
- Perform other such duties and functions as deemed necessary.

SUPERVISORY DUTIES AND RESPONSIBILITIES:

- Brief Commission or attend a required event or function in Directors absence or as requested.

MINIMUM QUALIFICATIONS and SKILLS:

- High School Diploma or G.E.D. Certification. Associates degree preferred.
- No Less than two years' related experience with state, federal, military or veteran assistance programs preferred.
- Two years' office management or four years of general office work experience preferred.
- Two years' experience in public communications and relations preferred.
- Ability to operate computer systems and software such Microsoft Word, Excel, Outlook, copy machine, fax machine, calculator, and Internet.
- Ability to read and interpret forms and regulations dealing with various claims and benefits.
- Knowledge of benefits and services available to veterans and their dependents, and of State and Federal laws and regulations.
- Knowledge of available community resources and agencies, both public and private.
- Knowledge of etiology and relationship of medical conditions, medical terminology, human anatomy, and physiology.
- Ability to train others.
- Ability to demonstrate good communication, teamwork, organizational, and customer service skills.
- Ability to work with a variety of personalities and maintain a high level of professionalism to cope with unpleasant situations, co-workers, and the public.
- Ability to multi-task with strong organizational skills.



Codington County, South Dakota

EXAMINATION, TESTING, AND CERTIFICATION

- Must possess a valid social security number and a valid driver's license.
- Residence in the State of South Dakota and United States citizen.
- A veteran as defined under SDCL 33A-2-2 or 332-2-1.
- Pass local law enforcement background check.
- Certification as a County Veterans Service Officer according to SDCL 33A-1-26.
- Complete required online courses to access any required program or software applications.
- Attain and hold National Agency Check and Inquires (NACI) mandatory.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to communicate in both a verbal and written manner.
- The employee frequently is required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must regularly lift and/or move up to 10 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally exposed to outside-weather conditions.
- The noise level in the work environment is usually moderate.



Codington County, South Dakota

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and amend the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have received, reviewed and fully understand the Job Description for the Deputy Veteran's Service Officer. I further understand that I am responsible for the satisfactory execution of the essential duties and responsibilities as listed herein.

Employee Signature

Date Signed

Department Head Signature

Date Signed

Commissioner in Charge

Date Signed