

Clinton County, Iowa
Job Description

Clinton County Veterans Office

Job Title:	Veteran Affairs Assistants	Job Code: N/A
Department:	Veteran Affairs	Pay Grade:
Reports to:	Veteran Affairs Director	FLSA: Non Exempt

SUMMARY: Serves as Veteran Affairs Assistant under direct supervision of the Veteran Affairs Director. The Veteran Affairs Assistant assists all residents of the state who served in the armed forces of the United States and their relatives, beneficiaries, and dependents in receiving from the United States and this state any and all compensation, pensions, hospitalization, insurance, education, employment pay and gratuities, loan guarantees, or any other aid or benefit to which they may be entitled under any law. The Veteran Affairs Assistant also must inform members of the armed forces, veterans, and their dependents of all federal, state, and local laws enacted for their benefits. The position requires a high level of customer service with respect to the public given through courteous, concise, professional treatment, and accurate and efficient transaction management. The Veteran Affairs Assistant will lead by example the behaviors and work ethic becoming of Clinton County Veterans Office.

Essential Job Duties and Responsibilities:

- Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:
- Represent Clinton County and perform duties in a professional, responsible, and trustworthy manner.
- Assists Veterans and widows Veterans with obtaining Federal compensation and pension benefits.
- Answers calls and responds to questions regarding benefits for Veterans and their families.
- Conducts Veterans outreach; speaks to Veteran groups and other related groups throughout the community to provide information regarding available programs and resources; works with various outreach groups to provide services to Veterans and their families.
- Works with outside agencies to coordinate events and provide information to develop awareness of Veteran services.

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- Assists with Clinton County Veterans' burials and cremations; obtains information about the Veteran and works with family members and funeral homes.
- Provides rental, utilities, and transportation assistance to Veterans in Clinton County if eligible.
- Attends training and continuing education sessions as required.
- Prepares for monthly meeting with Clinton County Veterans Commissioners; attends and participates in various meeting as required.
- Maintain records and files of Veterans and related documentation and upholds HIPAA standards.
- Ability to type accurately and utilize all Microsoft Office suite, scanners, calculators, fax machines, photocopiers, and multi-line telephones.
- Provides customer service that is courteous and responsive to both public and with County employees by email, phone, or in person.
- Establish and maintain effective working relationships with co-workers, County Board of Supervisors, other departments, agencies and members of the public.
- Ability to work within deadlines and remain positive and professional to both those within the office and others outside of the Veteran Affairs office.
- Organize and prioritize multiple tasks and competing priorities.
- Performs other duties as assigned.

Minimum Qualifications Requirements - (Education and Experience):

High School Diploma/GED Required

Advanced Degree is preferred.

1-3 years of experience working with veterans or in a Veteran's Affair office is preferred.

Minimum Qualifications – (Knowledge, Skills and Abilities):

- Knowledge of applicable local, State, and Federal laws, codes, regulations, and ordinances.
- Knowledge of Veteran needs, resources, and support opportunities within the community.
- Knowledge of outreach and support methods and techniques.
- Knowledge of records maintenance and retention policies, procedures, and practices.
- Knowledge of military branches, positions, and rankings.
- Knowledge of veteran benefit and pension programs.
- Skilled at operating a computer including standard software and some specialized software.
- Skilled at delivering informational presentations to groups of varying size, age, and background.
- Skilled at maintaining accurate records and filing systems.

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- Skilled at interacting tactfully and professionally with veterans and the families of veterans.
- Skilled at establishing and maintaining cooperative working relationships.
- Skilled at communicating effectively verbally and in writing.
- Ability to organize and prioritize multiple responsibilities and completing priorities by being flexible to meet demands of office changes.
- Ability to effectively utilize all office equipment.
- Ability to establish and maintain effective working relationship with co-workers, government officials, and public.
- Ability to learn specialized equipment and software related to business needs.
- Ability to interact with a variety of people, some in emotionally stressful situations.
- Ability to adhere to policy
- Ability to uphold a positive image of the Clinton County Veterans office.

Language Skills:

- Ability to effectively present information and respond to questions from the general public.

Mathematical Skills:

- Ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to maintain confidentiality and security of private information as appropriate.

Work Environment:

- Noise – Moderate (example: business office with computers and printers, light traffic)
- Ability to work at times within stressful and confidential situations.
- Working with the public can cause exposure to unpredictable smells in example: perfume, smoke, body odor.

Physical Demands:

- Standing – Approximately less than 1/3 of on-the-job time.
- Walking – Approximately less than 1/3 of on-the-job time.
- Sitting – Approximately greater than 2/3 of on-the-job time.
- Use of hands to finger, handle or feel – Approximately greater than 2/3 of on-the-job time.

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- Reaching with hands and arms – Approximately less than 1/3 of on-the-job time.
- Stoop, kneel, crouch, or crawl – Approximately less than 1/3 of on-the-job time.
- Weight lifted/force exerted – Occasionally requires lifting objects up to 25 pounds.
- Vision – Most tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues or signals.
- Talking or hearing – Approximately greater than 2/3 of on-the-job time.

Certificates, Licenses, Registrations:

- Must possess a valid Driver's license.
- Must become accredited under the National Standards through the VA or other qualified organization within one year of hire date.

Supplemental Information:

- Ability to handle confidential information and deal with a variety of persons, some who are in emotionally stressful situations.
- Work is performed in a standard office environment and throughout the community when performing outreach and interacting with Veterans.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.