

DELTA COUNTY

JOB POSTING

POSTING: Delta County is seeking qualified applicants for the position of **VETERAN SERVICE OFFICER.**

DUTIES: See attached job description

QUALIFICATIONS: Minimum of a two-year degree, college level coursework in business and human services, prior Veterans Affairs claims work or equivalent military experience. Two years' experience case work that researches, develops, documents, and investigates claims, preferably in an agency dealing with veterans' issues.

HOURS: Forty Hours (40) per week.

PHYSICAL: Must be able to pass physical/drug screen.

SALARY: \$43,000 to \$48,000 Depending on experience and qualifications PLUS BENEFIT PACKAGE (medical/vision/dental/life insurance, retirement and more)

This position is open until filled.

Applications for the position of **VETERAN SERVICE OFFICER** will be accepted at the Delta County Administration Office, 310 Ludington St, Escanaba, MI 49829 or our website deltacountymi.gov.

DELTA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

It is the County's policy not to discriminate against qualified handicapped individuals.

**DELTA COUNTY
JOB DESCRIPTION
Veteran Service Officer**

Title: Veteran Service Officer
Classification: Non-Union, Exempt, At Will
Department: Veterans Affairs
Reports to: Veterans Affairs Director
Supervised by: Veterans Affairs Director
Revision Date: 2/4/25

GENERAL PURPOSE

This position provides services to Delta County veterans and/or their dependents regarding any federal, state or local benefits in which they are entitled. The duties include researching, interpreting, monitoring, advising, and assisting with federal, state, and/or local laws and regulations to ensure accurate benefits and services are being utilized or referring them to the proper outside agencies when applicable. Counseling qualified clientele for the purpose of obtaining all available benefits. Acting as the authorized agent for the Delta County Veteran Relief Fund and the Michigan Veterans Trust Fund programs. This position works under the general direction of the Director, Delta County Veterans Affairs.

SUPERVISION RECEIVED

Work is performed under direction of the Veterans Affairs Director.

SUPERVISION EXERCISED

There is no supervision exercised.

ESSENTIAL FUNCTIONS

The following are examples of functions which are essential to this position. The following list does not include all functions which the Veteran Service Officer may be expected to perform.

- Assists the Director in the execution of veteran's services in accordance with office policies and procedures established by the Director.
- Interviews, counsels, and provides technical assistance and development efforts to veterans/dependents in filing applications and appeals for pensions, compensation, education, medical care, burial allowances, insurance benefits, financial relief applications, and any other available veteran's benefits.
- Drafts and maintains accurate records and reports as assigned by the Director of Veterans Affairs.
- Researches federal, state and/or local laws and regulations and interprets their effects on benefits which veterans may be entitled to receive.
- Prepares all required documentation and appropriate and thorough arguments utilizing the Code of Federal Regulations Title 38.
- Ensures and adheres to Privacy Act laws and regulations with regard to personnel and client files; having access to and safeguarding HIPAA, confidential, and highly sensitive information.
- Monitors Changes in VA regulations and applicable legislation to ensure accurate delivery of benefits and services.

- Corresponds with appropriate agencies in order to secure affidavits, certificates, military records and other required documents to properly submit necessary documentation for clients to the Veterans Administration, Department of Defense and other agencies.
- Reviews and investigates prior claim decisions made by any agency of primary responsibility and reviews findings and decisions for grounds of appeals.
- Acts as an advocate and liaison with federal, state and local agencies on behalf of the veterans and their dependents.
- Assists with grant development to best utilize any grant funds available to the department.
- Coordinates with the department Admin Clerk for transportation of veterans to and from medical appointments at VA medical facilities.
- Assists in the development and implementation of department policies and procedures.
- Acts as an agent for the Delta County Veterans Relief Fund and the Michigan Veterans Trust Fund to provide emergency monetary relief for qualified applicants.
- Represents the Veterans Affairs Office at veteran service organization meetings, private groups, and/or citizens interested in veterans and their needs.
- Exercises judgement in addressing the media and the inquiries by the public utilizing a courteous and professional demeanor.
- Participates in community support and outreach events that provides assistance to veterans and/or their dependents and encourages county residents to take advantage of services offered.

REQUIRED QUALIFICATIONS

- **Minimum** of a two-year related degree, college level coursework in business or human services, prior Veterans Affairs claims work or equivalent military experience.
- **Two years' experience** with case work that researches, develops, documents, and investigate claims, preferably in an agency dealing with veterans' issues.
- **Preferred** history of military service in the U.S. Armed Forces with a discharge under honorable conditions.
- **Possession of a valid Michigan Driver's License**
- **Knowledge** of computer operations and case work programs.
- **Ability** to become an accredited Veterans Counselor within 6 months.
- **Ability** to Maintain high levels of accuracy with reporting documents, claims material and reports.
- **Ability** to familiarize and interpret the Code of Federal Regulations Title 38.
- **Ability** to travel to or remotely attend required state and national training conventions.
- **Ability** to make public presentations.
- **Ability** to communicate effectively with officials, employees and the public and develop effective relationships with clients, service organizations and professional contacts.
- **Ability** to communicate and diffuse potential threatening environment under adverse conditions with distressed individuals.
- **Ability** to understand medical terminology and language.
- **Ability** to manage tasks and assigned projects in a timely manner.
- **Willingness** to attend night meetings and work outside of normal business hours.
- **Must** be bondable and able to pass a pre-employment background check, which includes a physical and drug test.

SELECTION GUIDELINES

Selection is based on strength of application, education, experience, personal interview and reference check. Job-related testing may be used to evaluate applicants.

PHYSICAL DEMANDS

While performing the essential functions of this job, the employee is regularly required to sit for long periods of time, stand, walk, climb, stoop in confined spaces, kneel, crouch, talk, hear, feel, reach, grab, keyboard and touch. The employee must occasionally lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed primarily in offices and departments within County buildings, but can be both indoors and outdoors. Some jobs require an employee to work in a hazardous environment that involves exposure to unpleasant and noxious fumes and odors. Some jobs require the employee to be exposed to noise, dust, dirt and dampness. Some jobs require travel. Some jobs require the employee to be exposed to inclement weather conditions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The County of Delta is an Equal Opportunity Employer

Recommended:
Approved: 2/4/25