

**BENTON COUNTY**  
Job Description

JOB TITLE: Director of Veterans Service Officer

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EXEMPT: Exempt  
DATE: July 21, 2014

DEPARTMENT: Veterans Service  
SUPERVISOR: County Judge

Pay Range 39062.40 – 43929.60 to be determined by experience  
experience

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**SUMMARY:**

This position requires a highly motivated, service-oriented person who is a quick learner and has the ability to deal effectively with a large government agencies. The incumbent assists veterans, their dependents and survivors in applying and qualifying for benefits, that typically exceeds 89,000,000 annually. This position is governed by county and departmental policies and procedures and must be familiar with federal, state and local laws relating to Veterans rights, benefits and entitlements. The incumbent must, by necessity, be creative, resourceful, and persistent in achieving the objectives of this position.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Interviews, advises and assists veterans and dependents in presenting claims for disability compensation, death or injury insurance, pensions, education, employment, rehabilitation training, medical care, home loans, debts/waivers and other claims to which they may be entitled under federal, state or local laws working with Veterans Administration and other government agencies.
2. Counsels clients concerning actions and procedures in the prosecution of claims as well as other social service functions.
3. Manages electronic database, VetraSpec, large quantities of working files, active claims, and evaluation records, often simultaneously, utilizing organizational skills to prioritize workload and manage case load.
4. Maintains an extensive and accurate knowledge of all laws and regulations pertinent to the administration of veteran's benefits.
5. Interprets and apply laws, regulations and medical terminology and procedure to insure accuracy and compliance in processing individual benefit claims. Extensive research skills are necessary.
6. Develop and maintain an extensive knowledge of current medical and psychiatric terminology, procedure and practice. Ability to research medical and legal texts, to write legal briefs.
7. Evaluates the validity of claims by reviewing legislation, regulations, court decisions (precedents) and by studying veterans' medical reports and service history.
8. Obtains claimant's power of attorney, assembles pertinent evidence, and prepares the claim forms and briefs completely and accurately, that when filed meet the standards set for qualification of: compensation or pension, insurance, educational assistance, vocational training, dependents benefits, hospitalization, burial benefits, discharge reviews, retirement claims, and loan guarantees.

9. Requests hearings before proper government board and prepare written briefs in argument of claims for hearings. Act as a representative for veterans, survivors and dependents in all appellate procedures.
10. Refers individuals to other service agencies, make arrangements for initial contact, assist clients completing forms of other agency services.
11. Advises retirees and their dependents of changes in laws and programs.
12. Conducts seminars on retiree matters and entitlements.
13. Participates in, or initiates civil/veterans functions to acquaint public with services rendered and rights and entitlements of veterans and their dependents which includes: local county ceremonies for such holidays as Memorial Day or Veterans Day and various others as required.
14. Provides information to the public and media through public speaking appearances and press releases.
15. Offers technical advice for local, state or federal government hearings. Serves as official Veteran's representative for Benton County.
16. Serves as liaison to veteran organizations in order to coordinate various veterans' activities provides updates on VA laws and regulations. Attend veteran organizations meetings and present programs as guest speaker.
17. Maintains regular contact with physicians, federal and state elected officials, and U.S. Department of Veterans Affairs. Assists physicians in obtaining medical documentation and medical records on behalf of veteran claimants and securing and protecting all information received in accordance with HIPPA and the Privacy Act.
18. Limited in and out of state travel is required. Regular travel within County is required to satellite offices and veterans residence.
19. Makes hospital, nursing home and home visits when needed to assist disabled clients. Position requires regular and extensive contact with severely physical and/or mentally disabled persons, including potentially dangerous psychotics.
20. Understands and is able to use governmental accounting and budgeting practices.
21. Maintains office supplies inventory.
22. Extensive telephone contact, email and record keeping.
23. Responsible for county property to include vehicles.
24. Coordination and training of staff.
25. Works with boards, commissions, and elected officials to represent and request legislative changes, request funds, or work with in a consulting capacity to improve benefits and access for clients.

**SUPERVISORY RESPONSIBILITIES:**

Supervises subordinate service officers, staff assistant and federal work studies as well as various volunteers to accomplish the goals of the office while also performing the same tasks as a service officer and holding as many or more office appointments as subordinate staff. Organizes several community programs that require the ability to lead and supervise.

**QUALIFICATION REQUIREMENTS:**

TO PERFORM THIS JOB SUCCESSFULLY, AN INDIVIDUAL MUST BE ABLE TO PERFORM EACH ESSENTIAL DUTY SATISFACTORILY. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Within one year of appointment must successfully pass written proficiency examination given by Arkansas Department of Veterans Affairs. Attend semi-annual mandatory ADVA training sessions.

**EDUCATION and/or EXPERIENCE:**

Bachelor's Degree is required. Knowledge of Veterans Administration regulations and a minimum of five years work experience in the public sector are required. Must be an Honorably Discharged veteran, spouse or widow of such veteran and meet State standards established for Veterans Service Offices. Must have valid Arkansas driver's license and maintain VA accreditation thru the Office of General Counsel maintain

**OTHER SKILLS and ABILITIES:**

- Must be proficient in the use of all associated office machines and PC's with accurate word processing ability.
- Strong interpersonal and communication in order to assist veterans in various levels of health, both physical and mental.
- Attention to detail, excellent research investigation skills, and the ability to multi-task is required.
- Creativity and tenacity which is used when trying to navigate the huge government agencies
- Public speaking capabilities

**WORKING RELATIONSHIPS:**

Frequent contact with the following: Social Security, State and Regional Department of Veterans Affairs, Military Retired Pay Centers, Veteran's Service Organizations, VA Insurance Center, National Cemeteries, County Judge's Office, Social Service Agencies, State Employment Office, local physicians, and VA Medical Centers in Arkansas.

**ACCOUNTABILITY:**

This person will be responsible for the County Veterans Services Offices annual budget. Accountable to Arkansas Department of Veterans Affairs for annual budget, monthly and quarterly activity reports and for timely and accurate submissions of claims.

**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 sit, reach with hands and arms, and use hands to handle or feel objects/controls and talk or hear. The employee is occasionally required to stand and walk. Specific vision ability required by the position includes close and distance vision and the ability to adjust focus. Occasional driving is required to make hospital/home visits and attend community and training meetings. The employee must occasionally lift and or move up to 50 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.

The noise level in the typical work environment is moderate. The incumbent must be able to work as needed. Must furnish privately owned automobile for transportation purposes subject to county mileage reimbursement.