



VETERANS ASSISTANCE COMMISSION OF KENDALL COUNTY

“Service Over Self”

811 West John Street, Yorkville, IL 60560

Phone: (630) 553-8357 Fax: (630) 553-0003

Email: clockman@kendallcountyil.gov Website: www.kendallvets.org

JOB TITLE: County Veterans Service Officer

DEPARTMENT: Veterans Assistance Commission of Kendall County (VACKC)

REPORTS TO: VACKC Superintendent

PURPOSE: The primary purpose of this office is to deliver quality and professional benefit assistance to Kendall County veterans, their widows, and family-members.

FUNCTIONS: Listed below are typical functions performed by this position. This description may not contain every function or responsibility that may be required or performed. Other job related functions may be requested as dictated by need.

PRIMARY FUNCTIONS OF THIS POSITION:

1. Presents a positive and caring image to the clients served by this office as well as County and VACKC officials.
2. Provides professional and unbiased assistance to veterans, widows, and/or family-members.
3. Assures the proper completion of all forms pertaining to VA or veterans assistance claims prior to submission.
4. Assists with the gathering of all necessary documentation needed to support claims.
5. Verifies completed claims for accuracy and total compliance prior to submittal. Maintains the completed/submitted documents in client management software.
6. Assists with a periodic review of Federal and State laws to assure compliance with any changes in the laws that pertain to the proper processing of claims.
7. Monitors the progress of submitted claims and assists with the gathering of any additional documentation that may be requested to bring the claim to a decision.
8. Maintains strict confidentiality with regard to all clients, their claims, and VACKC files.
9. Assists during all Federal, State, and County reporting periods to ensure compliance.
10. Accesses the VA, NACVSO, and IACVAC networks for up-to-date information regarding meetings, training, and veterans benefit conferences.

11. May be required to prepare personal vouchers. Reviews these documents for accuracy prior to submittal and ensures they are submitted on time for proper processing. Assists with any audits.
12. Assists with the training of office intern/s to ensure office continuity during vacation periods, training sessions, or sick leave.
13. May be required to attend VACKC meetings. Assists superintendent, as needed, in preparing any necessary documentation for these meetings.
14. Attends training conferences and meetings as required by NACVSO, IACVAC, Kendall County and the associated townships for certification and periodic continuing education.
15. Assists with the maintenance of archival files.
16. Assists with VACKC outreach efforts in the community as directed.
17. At superintendent's discretion, does periodic interface with the media via radio or television to push VACKC programs and benefits.
18. Assists with the creation and implementation of office or VACKC programs.
19. Completes any other assignments, reports, or tasks as may be requested or deemed necessary in order to maintain proper office management.

PRIMARY SKILLS AND QUALITIES:

- Professional Attitude
- Motivated Self-Starter
- Problem Solver and Decision Maker
- Team Player
- Structured
- Above average oral and written communication skills
- Able to interact with multiple departments
- Must be willing to work occasionally outside normal working days/hours

EDUCATION AND EXPERIENCE:

- Preferably an honorably-discharged veteran
- Minimum of a high school diploma or equivalent is required.
- Proficient typing skills.
- Proficient in Microsoft Office Suite.
- Complete the NACVSO certification training and maintain this certification by attending continuing education sessions. Then apply-for and maintain VA accreditation.
- Past VSO or similar experience, a plus.