

POSITION: Veterans Service Officer

DEPARTMENT: Veterans Assistance Commission of Kendall County

WORK SCHEDULE: 8:00 AM- 4:00PM

STATUS: Full- Time, Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Veterans Assistance Commission of Kendall County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

The Veterans Service Officer (VSO) is an accredited agent that is responsible for providing information and assistance to Veterans, their dependents, and survivors regarding health, financial, and educational matters.

DUTIES:

Provides technical assistance to veterans, their dependents and survivors, and local government agencies by responding to inquiries and providing requested information by telephone contact, mail, or in person.

Assists eligible veterans with the procurement and proper completion of federal benefit application forms and researches and determines applicable laws, eligibility requirements, and claim status as needed.

Maintains current knowledge of resources available to veterans, including local services such as health care, drug and alcohol rehabilitation services, and educational programs.

Attends VSO meetings and annual training sessions and related informational seminars or meetings as required.

JOB REQUIREMENTS:

High school diploma or GED.

Must be at least 21 years of age.

Ability to meet all hiring requirements, including status as a veteran of the United States Armed Services with an honorable discharge.

Thorough knowledge of state and federal benefits programs applicable to veterans.

Working knowledge of Standard English grammar, spelling and punctuation, and ability to apply knowledge of people/locations and make simple arithmetic calculations.

Ability to maintain accurate records, prepare required reports, and prepare and administer the department budget.

Ability to effectively explain state and federal guidelines and regulations to veterans and their dependents.

Ability to properly operate standard office equipment, including computer, calculator, copy machine, fax machine, and telephone.

Ability to maintain confidentiality of department information and records according to state, federal, and office policy.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, confidentiality, drug-free workplace, and personal conduct.

Ability to effectively communicate orally and in writing with co-workers, other County departments, veterans and their dependents, veterans' organizations, and members of the general public in a courteous and tactful manner, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to work alone with minimum supervision and with others in a team environment on several tasks at the same time.

Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Ability to occasionally work extended hours, holidays, weekends, and travel out of town, occasionally overnight, to attend conferences.

Ability to respond to emergencies from off-duty status.

Possession of valid Illinois driver's license and a demonstrated safe driving record.

DIFFICULTY OF WORK:

Incumbent performs duties according to the practices and guidelines established by the National Veterans Administration, exercising judgment to interpret and select the most pertinent guidelines to fit individual situations. Incumbent's work requires the consideration of different application processes and procedures for each case, as well as eligibility requirements.

RESPONSIBILITY:

Incumbent is responsible for the efficient operation of the department, determining priorities and accomplished duties in accordance with local needs. Incumbent's work provides a substantial contribution to the well-being of veterans and their dependents, with decisions guided by policies and established practices that are discussed with superiors at the discretion of the incumbent.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment, including sitting and walking at will and working near dust, dirt, and mold.

Incumbent occasionally works extended hours and travels out of town, occasionally overnight, to attend conferences. Incumbent is occasionally required to respond to emergencies from off-duty status.