



**Title: Veterans Service Officer**

**FLSA Status: Exempt**

**Department: Veterans Service**

**Updated: 11/2022**

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### **General Definition of Work**

Performs intermediate work administering the Veteran's Service Program, managing the department budget, counseling, advising, and assisting Veterans and family members in securing state and federal benefits, coordinating with other agencies and related work as apparent or assigned. Work is performed under the general direction of the County Administrator.

Supervision may be exercised over assigned personnel.

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### **Essential Functions**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

- Assists Veterans with application for Department of Veterans Affairs' Benefits.
  - Manages a transportation program using volunteer drivers to get Veterans to medical appointments.
  - Files copies of all Veteran applications, transportation program activities, office budget documents.
  - Tracks Veterans applications through the state and federal government process.
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### **Knowledge, Skills and Abilities**

Thorough knowledge of veteran's programs and benefits and applicable laws and regulations; general knowledge of community organizations, agencies and facilities related to veterans affairs; ability to understand, interpret and apply technical rules, directives and regulations; ability to solve problems within scope of responsibility; ability to deal with officials, veterans, dependents and others fairly and effectively; ability to establish and maintain effective working relationships with associates; skill operating a personal computer and applicable hardware and software; ability to compute rates, ratios and percentages; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with administration, elected officials and the general public.

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### **Minimum Qualifications**

High school diploma or GED and moderate experience, or a combination of equivalent education and experience.



**Special Qualifications**

Annual Certification with Department of Veterans Affairs.  
Valid driver’s license in the State of Minnesota.

**Working Conditions**

*The characteristics listed below are representative of the physical demands, physical agility, sensory requirements, and environmental exposures required by an individual to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

- Employees always sit but rarely walk or stand for periods of time.
- This classification seldom involves physical agility requirements such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity.
- Sensory requirements include standard vision requirements; vocal communication is required for conveying detailed or important instructions to others accurately, loudly or quickly; and hearing is required to receive detailed information through oral communication and/or to make fine distinctions in sound.

Physical Exertion (Pounds)	
Up to 10	Seldom
Up to 25	Occasional
Up to 50	Seldom
Up to 100	Seldom
100 or more	Seldom

Environmental Exposures	
Work near moving mechanical parts	Seldom
Work in high, precarious places	Seldom
Toxic or caustic chemicals	Seldom
Outdoor weather conditions	Seldom
Extreme Cold, non-weather	Seldom
Extreme Heat, non-weather	Seldom
Noise Level	Moderate



Veterans Service Officer  
Job Description

*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 if the work is similar, related, or a logical assignment to the position.*