

BANNOCK COUNTY **CLASS SPECIFICATION**

VETERANS COORDINATOR

Department: Commissioners
FLSA Designation: Non-Exempt

Pay Grade: 8
Effective Date: 10/04, 08/09

Purpose of Class

Assists Armed Services veterans applying for VA benefits; performs related work as required.

Primary Function

The principal function of an employee in this class is to provide effective customer service, records documentation, and application assistance. A Veterans Coordinator must possess strong clerical and customer service skills; he/she demonstrates knowledge of Department functions through on-the-job supervision and training and is a department-related specialist with a good working knowledge of Department policies and procedures. The work is performed under the supervision of the County Commissioners, although wide latitude is granted for independent judgment using standard practices to resolve customer issues or correct procedures. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Answers incoming phone calls and greets walk-in customers, provides general information to the public, answers questions and inquiries, provides specific information about veterans benefits, assists with application forms, processes application and change forms, and provides referrals to other departments or agencies as needed;
- Interviews clients to determine eligible benefits and assists with completing application forms;
- Prepares client folders, copies paperwork, and delivers claims to the State Service Officer;
- Conducts outreach presentations including home and hospital visits, attending veterans organization meetings, and special events for veterans to present information on veterans benefits;
- Receives, opens, and processes mail, including preparing outgoing mailings;
- Sets up, tracks, maintains, and updates files for veterans per legally required functions and schedules;
- Inventories and orders office supplies;
- Monitors office budget;
- Makes referrals to other County, state or city agencies and organizations that may assist veteran needs;
- Assists veterans with scheduling medical appointments with VA, claims issues, etc;

- Assists County services in determining if a veteran is eligible for health care;
- Files documents into appropriate folders; reorganizes files as needed;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Veterans benefits and military organizations benefits;
- Operation of standard office equipment, including a personal computer and job-related software applications;
- Customer service procedures and techniques;
- English grammar, spelling, punctuation, and composition;
- Current office practices and procedures;
- Bookkeeping, filing, and record keeping practices and procedures;
- Interviewing skills and techniques.

Ability to:

- Evaluate and analyze customer needs to provide exceptional customer service;
- Learn and explain Department functions thoroughly to provide information and training and explain detailed Department processes and procedures;
- Explain regulatory compliance issues related to the Department's function;
- Maintain records efficiently and accurately;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform duties accurately and efficiently under time sensitive deadlines;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Follow written and oral instructions;
- Respond courteously to customer inquiries, including under stressful or adversarial circumstances;
- Work well under pressure;
- Operate standard office equipment and a personal computer including program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, local veterans organizations, local elected and appointed officials, and the public;
- Communicate effectively both orally and in writing.

Acceptable Experience and Training

- High school diploma or GED equivalency is required and bachelors degree in social services or related field is preferred; and
- Military veteran is preferred; and
- Some clerical and customer service experience is required, or;
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to make presentations, discern verbal instructions and to communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, prepare and review documents and process them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and standard office equipment;
- Sufficient personal mobility, flexibility, strength, agility, and balance, with or without reasonable accommodation, which permits the employee to work in an office environment.