

POSITION DESCRIPTION COUNTY OF KNOX, INDIANA

POSITION: Deputy Service Officer / Admin Assistant
DEPARTMENT: Veterans' Service Office
WORK SCHEDULE: Flexible / Part time
JOB CATEGORY: PAT (Professional, Administrative, Technological)

DATE WRITTEN: JUNE 2006
DATE REVISED: MAY 2023

STATUS: PART TIME
FLSA STATUS: NON – 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. Knox 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.

Incumbent serves as Deputy Service Officer for the Knox County Veterans' Service Office, responsible for providing assistance and information to eligible veterans, their spouses, dependents and/or survivors.

DUTIES

Assists the Veterans' Service Officer in the performance of his/her duties.

Assists veterans, their spouses, dependents and/or survivors in preparing claims to be presented before the Veterans Administration (VA), including claims of disability, insurance, education, or pension for benefits under federal, state or local laws. Prepares and maintains veteran records and submits claims and correspondence as required.

Prepares Power of Attorney for recognized service organizations as requested by veterans, their spouses, dependents and/or survivors.

Reviews Board Decisions for grounds of appeal.

Coordinates with the VA and other government agencies and advises veterans on insurance, vocational, and other matters.

Attends Veterans Organization meetings, prepares bulletins and other correspondence to acquaint post-service officers with current activities and legislation, and participates in or initiates civic functions, such as panel discussions and mass communication programs. Educates the public regarding the rights and benefits of veterans and their spouses, and the various services available to them.

Provides veterans' services in various locations to accommodate special needs of clients, including hospitals, detention facilities, nursing homes and residences.

Coordinates transportation needs of veterans for scheduled appointments at community based outpatient clinics and Veterans' Affairs Medical Centers (VAMC), including scheduling the County Veterans' van and arranging for volunteer drivers.

Attends monthly VAMC meetings to stay abreast of changes in policies, practices, or procedures involving veteran outpatients, inpatients, and contractual care.

Analyzes operating practices, such as record keeping systems, forms control, office layout, suggestion systems and performance standards to assist in creating new systems or revising established procedures.

Reviews and answers correspondence and responds to telephone inquiries, including researching, copying, and mailing information and records as requested.

Maintains records of assistance provided to veterans and prepares and submits activities summaries and statistical reports to the Indiana Department of Veterans' Affairs (IDVA), service organizations, and/or County officials as required or requested.

Prepares, files and processes applications for Certificates of Eligibility for Veterans Tax Exemption Entitlement Deductions and maintains current knowledge of any changes in rules, regulations, and laws as they pertain to veterans' benefits and entitlements.

Attends various meetings/workshops/conferences as necessary.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

High school diploma or GED.

Recognition as an honorably discharged veteran of the armed forces of the United States of America, and/or spouse or dependent of a veteran.

Ability to successfully complete annual training conducted by the Indiana Department of Veterans' Affairs.

Thorough knowledge of rules, regulations, policies, procedures, and legal aspects of all phases of Veterans Administration benefits and service programs, and ability to implement such policies to meet the needs of veterans.

Knowledge of the organizational and administrative structure of the Veterans Administration and ability to employ administrative processes to access files and records.

Familiarity with community resources and services available to veterans and their dependents from local agencies, groups, and organizations, with ability to make referrals and assist veterans/dependents with obtaining resources/services as needed.

Working knowledge of standard office procedures and computer software applications used by the department, with ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of standard accounting systems and ability to compute/perform arithmetic operations and accurately complete financial/statistical reports and documents as required.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare newspaper publications, correspondence, and detailed written reports as required.

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

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

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to effectively communicate orally and in writing with co-workers, other County departments, Veterans Administration, other government agencies and organizations, community groups, veterans' hospitals and medical clinics, veterans and their spouses/dependents/survivors, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to understand, memorize, retain, and carry out oral or written instructions.

Ability to file, post, mail materials and maintain accurate and organized files and records.

Ability to compile, analyze and evaluate data, make determinations, and present findings in oral or written form.

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

Ability to participate in or initiate civic functions, such as panel discussions and mass communication programs, and plan and present public speaking presentations.

Ability to regularly work extended and/or evening hours and occasionally work weekends.

Ability to occasionally travel out of town for meetings/conferences, sometimes overnight.

Possession of a valid Indiana driver=s license and demonstrated safe driving record.

deputy

II. DIFFICULTY OF WORK:

Incumbent performs duties that are complex in nature and require careful consideration of new and/or unusual circumstances, exercising judgment in assessing individual needs, filing claims for benefits, and referring services to veterans, their spouses, dependents, or survivors. Decisions are frequently made with little or no guidance from a supervisor.

III. RESPONSIBILITY:

Incumbent applies specialized knowledge of veterans' services and benefits in meeting the needs of veterans, their spouses, dependents and/or survivors, exercising independent judgment in interpreting and applying rules, regulations, and legal requirements to individual cases. Work is periodically reviewed for adherence to instructions/guidelines.

IV. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, Veterans Administration, IDVA, other government agencies and organizations, community groups, veterans' hospitals and medical clinics, veterans and their spouses/dependents/survivors, and the public for purposes of exchanging information, providing counseling and instruction, and resolving problems.

Incumbent reports directly to the Veterans' Service Officer.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment, involving sitting for long periods, sitting/walking at will, keyboarding, close vision, speaking clearly, hearing sounds/communication and handling/grasping/fingering objects. Incumbent regularly works extended and/or evening hours and occasionally works weekends. Incumbent occasionally travels out of town for meetings/conferences, sometimes overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Deputy Service Officer for the Knox County Veterans' Affairs Service Office describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties as outlined?

Yes_____ No_____

Applicant/Employee signature Date
