



Brown County

25 Market Street
Aberdeen, SD 57401
www.brown.sd.us

Veterans Service Coordinator

Veterans Service

Wage: \$19.67 – \$21.72/hour; DOE

Opening date: 11/10/2022

Closing date: 11/23/2022

JOB SUMMARY

This position is responsible for assisting in the provision of veterans' services to clients.

MAJOR DUTIES

- Assists veterans and dependents in applying for available federal benefits from the Department of Veterans Affairs.
- Completes initial application, or reopens existing claims, for veterans and/or dependent's benefits.
- Research medical conditions and obtain necessary medical records and physician statements to support claims.
- Obtains necessary information and corroborates information and documents to support claims; assists veterans in applying for military records.
- Ensures that all timelines are met.
- Enters and updates claim information into a database.
- Assists veterans in obtaining inpatient and outpatient care from VA medical centers and community-based outreach clinics; works with professionals to obtain health services, home health care, or long-term residential care for veterans.
- Assists veterans and dependents in applying for state benefits and for obtaining services from other agencies.
- Attends training to maintain required certifications.
- Gathers data and compiles reports.
- Assists in managing the department budget.
- Answers telephone and greets visitors, and schedules appointments.

- Maintains office supply inventory and reorders as needed.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of veterans' services principles and practices.
- Knowledge of VA policies and procedures.
- Knowledge of general accounting and budget management principles.
- Skill in problem-solving.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in operating computers and job-related software programs.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Veterans Service Officer assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include the Code of Federal Regulations, court orders, VA policies and procedures, and county and department policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative and client support duties. The unique needs of each veteran contribute to the complexity of the position.
- The purpose of this position is to provide support for the county's veterans' services programs. Successful performance helps ensure the efficient and effective delivery of services to veterans.

CONTACTS

- Contacts are typically with coworkers, other county staff, veterans and their families, representatives of veterans' organizations, health care providers, military personnel, and members of the general public.
- Contacts are typically to exchange information, motivate persons, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Possession of or ability to readily obtain a valid driver's license issued by the State of South Dakota for the type of vehicle or equipment operated.

APPLY BY

Submit Brown County application to:

- Brown County
Human Resources
25 Market St.
Aberdeen, SD 57401

Fax: 605.725.2355

Email: HumanResources@browncounty.sd.gov