



## Medina County Veterans Service Commission

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Policy: Employment	Section: Duty Description; CVSO	Number: 3.5.3
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### County Veterans Service Officer

Position Description-Classified

#### SUMMARY

This position works directly for the Medina County Veterans Service Director, Office Manager under the Medina County Veterans Service Commission is responsible for interviewing/counseling veterans and their dependents in matters pertaining to their rights and benefits under various federal, state and county regulations, preparing and processing Veterans Administration forms, records and reports, filing benefit claims, preparing/assembling correspondence, maintaining files and records and assist other agencies and groups by verifying information. This position also is responsible for maintain accreditations with various Veterans organizations in order tile file claims with the Department of Veterans Affairs (VA). You must pass a background check and various requirements for the Department of Veterans Affairs and the Ohio Department of Veterans Services.

**\*\*\*Must be Honorably Discharged Veteran, in accordance with ORC Title 59 ORC.**

#### PRINCIPLE DUTIES AND RESPONSIBILITIES:

The following statements describe the principal functions of this job and its scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

1. Initiation, preparation, processing of various federal, state and county forms, reports, records and requests for assistance.
2. Preparation and submission of claims to Department of Veterans Affairs or other agencies.
3. Coordination and dissemination of Veteran information and legislation to the public.
4. Assists with and implements department policy and procedure as needed.
5. To assist the MCVSC in developing and delivering all benefits and programs required by law (Title 59, ORC) are carried out.
6. To counsel and assist veterans an/or their dependents in securing their entitlement to Department of Veterans Affairs (VA) benefits and prepares and submits benefit claims to appropriate agency on a daily basis.
7. To process immediate financial assistance to qualified applicants and ensure the information is recorded into the appropriate files.
8. To coordinate and disseminate information on County, State, Federal and other veterans programs and benefits.

9. To work in conjunction with County, State and Federal veteran offices as well as various local, state and national veterans' organizations on programs and benefits that assist our veterans and eligible clients.
10. Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.
11. Participates in informational and training meetings.
12. Provides input to the Director and Veterans Service Commission when required.
13. Participates in required marketing and out-reach activities.
14. Attends meetings, programs, and in-service training as assigned; Maintains current required licenses and certificates.
15. Performs general department duties as assigned.
16. Active participant in local, state and national veteran's organizations.

"Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description does not constitute a written or implied contract of employment."

Department Director: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_

Appointing Authority: \_\_\_\_\_ Date: \_\_\_\_\_

	<b>KNOWLEDGE, SKILLS, ABILITIES</b>	<b>PRINCIPLE DUTIES</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Federal, State and local laws, rules and regulations; supervisory practices; fiscal and budgetary management;</li> <li>• Public Administration; social welfare issues; program planning and development; contracts, proposals and grants; negotiation tactics; program implementation; client services programs; training and development practices; computer operations; public relations issues; management issues;</li> <li>• Business Administration; personnel practices; administrative practices; mathematics;</li> <li>• English grammar and composition; evaluation procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.</li> <li>• Performs direct and indirect administrative functions, including advocacy and outreach to the public,</li> <li>• Attends required meetings and training.</li> </ul>
<b>Skills</b>	<p><b>Language Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals as well as legal documents and government policy and procedures.</li> <li>• Ability to write routine reports and correspondence.</li> <li>• Ability to speak effectively before groups of customers or employees of organization.</li> </ul> <p><b>Mathematical Skills.</b></p> <ul style="list-style-type: none"> <li>• Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.</li> <li>• Ability to apply fractions, percentages, ratios, and proportions to practical situations.</li> <li>• Ability to apply concepts of basic algebra and geometry.</li> </ul>	<ul style="list-style-type: none"> <li>• Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public.</li> </ul>

<b>Ability</b>	<b>Problem Solving Abilities</b> <ul style="list-style-type: none"> <li>• Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.</li> <li>• Ability to deal with problems involving several concrete variables in standardized situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Is familiar with and functions in accordance with the classification specifications and agency policies and procedures.</li> <li>• Presents self in a professional and culturally sensitive manner to co-workers, staff, other agency personnel and the public.</li> </ul>
	<b>Specialized Skills, and Abilities</b> <ul style="list-style-type: none"> <li>• Must be self-directed and work under minimum supervision.</li> <li>• Ability to counsel and assist individuals with discretion.</li> <li>• Ability to work in conjunction with professional, medical and legal persons.</li> <li>• Knowledge; of County, State, and Federal veteran's programs and knowledge of local veterans' organizations and programs.</li> <li>• The ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.</li> <li>• Ability to remain calm in stressful situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Oversees implementation and formation of programs and special projects.</li> <li>• Prepares reports and types of letters as requested by the Commission /County.</li> <li>• Creates and maintains database needed for reports and division statistics.</li> <li>• Creates and updates manuals and reference books (i.e., resolutions, procedure manuals, data resource books).</li> <li>• Assumes responsibility for non-routine tasks and completing projects or other assignments delegated by the Commission.</li> <li>• Provides assistance and to employees and provides back-up in their absence.</li> <li>• Performs public relations functions as a Service Officer of the Medina County Veterans Service Office.</li> <li>• Attends required meetings and training.</li> <li>• Meets all job safety requirements and all applicable OSHA safety standards that pertain to job duties</li> <li>• Performs other duties as assigned.</li> </ul>

**CUSTOMER SERVICE:**

This is a front-line position for providing customer service to members of the general public and other government and social service personal. Personal contact occurs with other employees of the MCVSO, employees of other departments in Medina County, The Ohio Department of Veterans Services (ODVS) and other State of Ohio employees, employees of the VA, employees of the national service organizations (NSO), private citizens and customers/clients of the Medina County Veterans Service Office. Service is provided in person or by phone contact or other virtual means. Service is available at our main office, satellite offices, their homes of clients and other locations as the need arises.

**SUPERVISION:**

- Director
- Veterans Service Commission
- Office Manager

**EDUCATION/EXPERIENCE:**

1. Bachelor's Degree or equivalent from a four-year college; with one-year related experience. Ancillary training; or equivalent combination of education and experience.
2. Associate Degree or equivalent from a two-year college; three years related experience ancillary training or equivalent combination of education and experience.
3. High School Diploma with a minimum of five years related work experience.
4. Work experience in the military or in other settings can be substituted for college degrees.

**LICENSES/CERTIFICATIONS:**

Successful completion of VA training course and ODVS provided test within 1-year of employment. Successful completion of annual training conferences and ODVS mandated schools. VA training course, tests for service officers, and annual re-certification. Successful completion of NACVSO training course. Background checks and required credentials must be maintained throughout employment.

**DRIVERS LICENSE POLICY REQUIREMENT**

1. You are required to possess and maintain a driving record that meets the County's standards for insurance coverage. If you are offered this position, this offer of employment is contingent upon your meeting the standards listed below. You must submit or allow the Veterans Service Commission to secure a copy of your state of Ohio driving transcript upon employment. Inability to meet the following standards will prevent your employment:
2. Record must be free of the following violations in the past three (3) years: Suspended or revoked license, reckless driving, DUI or DWI, Vehicular homicide, fleeing or attempting to elude police, three or more accidents -and/or violations.
3. Record must have no more than one moving violation (parking, muffler, etc. will not be considered as a moving violation) in the last 12-month period.

**DD-214 POLICY**

1. You are required to be able to present either your original or a certified copy of all your original DD-214's (the only exception is for WWII veterans who have a different numbered Separation document). You may submit a copy of your DD-214 with this application; but if you are invited for a personal interview, you will be required to bring the original or certified copy.
2. Your discharge must reflect that you were honorably separated from the military. Medical, Hardship, Compassionate, Convenience of the Service, early out for school and many other reasons for separation are acceptable.
3. "Other than Honorable" "Less than Honorable" and "Dishonorable" separations will not be considered.

**COMPETENCIES / ESSENTIAL FUNCTIONS**

1. The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and on a cell phone.

3. Sufficient visual acuity or other powers of observation, with or without reasonable accommodation, which permits the employee to operate a commercial passenger van.
4. Sufficient visual acuity or other powers of observation, with or without reasonable accommodation comprehend written work instructions and to review, evaluate, and prepare a variety of written documents and text materials as well as basic computer knowledge.
5. Regularly required to stand, walk, use stairs, sit; use of hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.
6. Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a commercial motor vehicle.
7. Physical strength and agility sufficient to assist large, elderly and/or disabled individuals to and from a commercial passenger vehicle including utilizing extensive pushing, pulling, bending, stooping and lifting is an essential function of this position.
8. Requires obtaining and exchanging information, referring inquiries to the appropriate source, or responding to questions from the general public.

#### **MACHINES AND EQUIPMENT**

This employee will be required to operate a computer, calculator; telephone, fax machine, copy machine, and other' general office equipment in the completion of the tasks of the position.

#### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee occasionally is required to stand, walk, stoop, kneel, crouch, or crawl, climb or balance, lift up to fifty pounds; will regularly be required to reach with hands and arms; and will frequently be required to sit. Use hands to finger, handle, or feel, and to talk or hear. Special vision requirements include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

#### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those all-employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to outdoor weather conditions. The noise level for this environment is moderate.

#### **DRUG FREE WORKPLACE POLICY**

1. The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance or alcohol is prohibited in the workplace of County Government.
2. Sanctions to be taken against employees for violation of this policy shall result in appropriate personnel action, up to and including discharge and/ or as an alternative, requiring employee participation, in an approved drug abuse assistance or rehabilitation program. These actions shall be in accordance with the Medina County Commissioners and Veterans Service Commission's Personnel Policy Manual.

#### **Medina County offers a competitive 'benefits and compensation package. Employee benefits include the following:**

- Excellent Medical, Dental, Vision & Prescription Insurance options
- Life Insurance and Short-Term Disability programs
- No-cost Flex-spending Account (Section 125) Tax-Savings Plan
- Paid holidays, vacation, and sick leave benefits
- Excellent Ohio Pension/Retirement Plan (OPERS)
- Employee Wellness Program
- On-going professional training and development programs

- Deferred Compensation Plan options
  - Free Parking
3. Hours 40 per week
  4. Salary \$20 - \$25 per hour based on experience

(Medina County Veterans Service Commission is an Equal Employment Employer. We consider applicants for all positions without regards to race, color, national origin, sex, age, disability, marital status, religion or any other legally protected status.)