

## MONTOUR COUNTY

### Job Description

**Job Title:** VETERANS' AFFAIRS SERVICE OFFICER  
**Department:** Veterans Affairs  
**Reports to:** Director of Veterans Affairs  
**FLSA:** Full Time  
**Preparation Date:** May 2022

**SUMMARY:** Facilitates access to a full range of Federal, State, County and local veterans benefits for veterans, their surviving spouses, children and parents residing in Montour County.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Includes the following. Other duties may be assigned.

1. Contacts the Veterans Administration, Pennsylvania Department of Military and Veterans Affairs, Department of Defense, hospitals, social services, and other agencies on behalf of veterans and their families to assist in obtaining information, services and benefits; to include employment opportunities.
2. Assists veterans and family members in completing applications for benefits and services.
3. Maintains files to track progress and history of benefits and services provided to veterans and their families.
4. Maintains confidentiality of information to comply with the Health Insurance Portability and Accountability Act (HIPAA) and associated regulations.
5. Provides pertinent information to Montour County veterans.
6. Attends local Veteran Service Organization meetings to network and provide updates on veteran's benefits.
7. Cooperates with local Veteran Service Organizations, scouting groups, school and community groups, and other public minded citizens for placing flags on veteran graves prior to Memorial Day and assists with Memorial Day and Veterans Day celebrations.
8. Compiles and maintains a Grave Registration Record of the burial places of deceased service persons who resided in Montour County. Records veterans from other counties buried within Montour County when notification is received. Provide annual list of deceased veterans since prior Memorial Day service to Montour County Veteran Service Organizations.
9. Prioritize determination of eligibility and provide supporting documentation for emergency assistance for veterans and their families. Compiles and maintains a spreadsheet to track the account balance for the Montour County Veterans Emergency Assistance Fund (MCVEAF).
10. Oversees the training and performance of assigned staff.
11. Prepares annual budget.
12. Speaks at public meetings. Performs outreach at veteran events.
13. Attends conventions on veteran news and benefits available to veterans.
14. Attends VA approved training sessions to qualify and maintain accreditation as a Veterans Service Officer.
15. Performs other duties as assigned by the Montour County Board of Commissioners.

### **EDUCATION AND/OR EXPERIENCE:**

High school graduate or equivalent or combination of experience and training. One year of experience in general office, clerical, or administrative work with attention to detail. Computer experience to include Word and Excel. Military background preferred. Ability to follow and comply with government regulations. Occasional time required outside of normal business hours.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret government rules and regulations.

Ability to proofread numerical data and names and detect errors to be corrected.

Ability to effectively respond to the public in a competent and professional manner. Interacts extensively with public.  
Good communication skills.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.

**WORK ENVIRONMENT:**

Work is performed generally in an office environment but may require travel for training or office related issues. May require flexibility in work schedule and occasional weekend or after-hours availability.