

# Wells County, North Dakota

Harvey City Hall  
***Veteran's Services Officer***  
PO Box 362  
7120 W 8<sup>th</sup>  
Harvey ND, 58341  
(701) 324-2665

## Job Description

<b>Job Title: Veterans Service Officer</b>	<b>Job Status: Part-Time</b>
<b>Department: Veterans Service Officer</b>	<b>FLSA Status: Non-Exempt</b>
<b>Works With: Board of County Commission</b>	<b>Effective Date: October 2019</b>

### ❖ Nature of Work:

- As a duly appointed official, the Veterans Service Officer advises military service veterans, veteran's survivors and their dependents of their rights and entitlements in obtaining benefits provided for them by U.S. Department of Veteran's Affairs; counsels them, and actively assists them by filling out necessary forms and papers and obtaining documents and affidavits.
- Work is generated through inquiries concerning veterans' benefits or through action of the service officer in seeking out those who need and may be entitled to assistance.
- The work is complex and exacting due to the numerous state and federal laws involved and the regulations by which they are administered. These laws cover many and varied benefits including compensation, pension, insurance, death benefits, hospitalization and education.
- These services are provided at no charge to the Veterans and their dependents.

### ❖ Essential Functions of Work:

- Advises veterans, veteran's survivors and their dependents of their rights under Military Service Benefits Acts and other relevant legislation.
- Confidential information, whether supplied by the veteran, the Department of Veterans Affairs, or other parties shall remain confidential and will not be released or discussed except to those personally connected to the case with a need to know in order to assist the veteran or the veteran's dependents.
- The Service Officer will prepare and perfect all claims to the best of his/her ability with the intent of affording the claimant the benefits to which they are entitled. The Service Officer must insure that all information is true and factual to the best of his/her knowledge.
- The Service Officer shall maintain high professional standards in dealing with other service officers, (federal, state, and local) and other persons and agencies as necessary in service to his/her client.
- The Service Officer will provide services without prejudice to all persons making a claim to the Department of Veterans Affairs.
- The Service Officer will, to the best of his/her ability, maintain a working knowledge of all rules and regulations concerning veterans' benefits and will strive to keep such knowledge updated in light of constantly changing laws and regulations.

- Veterans Service Officers should not, under any circumstances, accept remuneration in cash or other form for services rendered.
- Veterans Service Officers should not, under any circumstances, serve as guardians, committees, or fiduciaries for any other individuals receiving benefits from the Department of Veterans Affairs or any other agency.
- Maintains an organized office.
- Reviews and prepares departmental annual budget.
- Continues accreditation with required agencies and attends bi-annual training conferences put forth by the N.D. Department of Veteran's Affairs.
- Perform other duties with similar skill, responsibilities and work conditions, as they pertain to the Office of Veterans' Services, as required.
- Periodically inform the County Commission of status and current Veteran's Affairs.

❖ **Requirements of Work:**

- Ability to create a positive work atmosphere by communicating and maintaining a professional manner with County Officials and employees, clients, and members of the public.
- Ability to work irregular schedules.
- Ability to perform light physical work and carry up to 20 pounds; the ability to stand, walk, sit, bend, twist, kneel, and reach; the possession of hand/eye coordination to operate a work computer and traditional office equipment; the ability to talk and hear in person or by telephone; and the ability to see and read instructions and reports.
- Ability to travel and be exposed to extremes of weather when going on location to attend meetings or tend to Veteran Service Officer related duties.

❖ **Desired Minimum Training and Experience :**

- Knowledge of current federal and state legislation relating to benefits for military service veterans and their dependents.
- Knowledge of programs and activities of other agencies rendering services to veterans.
- Some knowledge of the legal documents and processes necessary to substantiate benefit claims
- Ability to tactfully conduct interviews of a personal nature with veterans and their families as a means of obtaining accurate and complete information.
- Ability to establish and maintain satisfactory relationships with veterans, veteran groups and government agencies.

❖ **Clarification Clause:**

This job description is not intended and should not be construed to be a complete list of all skills, duties, responsibilities, or working conditions associated with the job. It is intended to be a reasonable outline of those principle job elements essential in maintaining Veteran Service Officer related positions. The job description does not constitute an employment contract or an employment agreement. The employment is an employee "at will" under ND law and may be hired or fired at the discretion of the Board of County Commission. The County reserves the right to modify job descriptions at any time.

Wells County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the county will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.