



POSITION/TITLE: Veterans Service Representative

TODAY'S DATE: February 26, 2018

DEPARTMENT/LOCATION: Veterans Service Office

CLOSING DATE: March 12, 2018

ANNUAL SALARY: \$40,473 - \$55,892

FULL TIME / SALARIED

Benefits:

- Annual Leave
- Dependent Care & Medical FSA
- Paid Holidays
- Medical Insurance
- Military Leave
- Sick Leave
- Deferred Compensation
- Dental Insurance
- Funeral Leave
- Jury Duty Leave
- Medical Leave
- Retirement
- Supplemental Life Insurance

Application Procedures:

1. Submit a Cass County Government application to Cass County Personnel Department, 211 9th Street S, Fargo, ND 58103 or you may apply on-line at casscountynd.gov.
2. Include a resume and cover letter that clearly explains how your work experience closely relates to the qualifications and duties of this position.
3. Attach a copy of your DD Form 214 showing the type of discharge.
4. Applicants who are eligible to claim disabled veteran's preference must also provide a letter from the Department of Veterans Affairs (within the past 12 months) indicating the disability percentage.

Job Summary:

Performs duties in the Cass County Veterans Service Office. Work involves assisting veterans of Cass County, their dependents and survivors in obtaining federal and state benefits to which they are entitled. This professional level work includes researching and interpreting a complex set of laws, rules & regulations pertaining to benefits, Veteran programs, and claims. Provides guidance and case management in the application for benefits, development of claims, and appeals to federal and state agencies.

Minimum Qualifications:

- Must be a U.S. Citizen and honorably discharged veteran as defined by the U.S. Department of Veterans Affairs.
- An associate's degree with major coursework in office support or business, public administration, social science, or other related field
OR
Two (2) years' work experience performing a variety of complex high-level customer service tasks in a professional office environment.
- Must be proficient with computer software products, such as Office365 and Windows 10. Must possess good typing skills.

- Ability to express ideas clearly and concisely, both orally and in writing, in normal and stressful conditions.
- Ability to work with diverse population groups.
- Ability to read, research, interpret, and apply complex set of laws, rules, and regulations.
- Ability to complete required paperwork in an accurate and timely manner.
- Ability to handle multiple duties and priorities with limited supervision.
- A verifiable record of satisfactory performance in previous employment.
- Applicant must possess a valid driver's license and be able to travel occasionally for training to maintain accreditations.
- Conduct outreach events on some weekends or after regular work hours.

Desired and Preferred Qualifications:

- have work experience in benefits administration
- preparation of disability claims
- work experience with veterans and veteran organizations
- experience in a management/leadership role
- have a certification/accreditation in a related field
- individuals who have a bachelor's or master's degree in a related field

Essential Duties and Responsibilities:

- Counsel veterans, spouses, surviving spouses, and children concerning benefits.
- Assist clients with preparation of claims to federal and state agencies.
- Achieve and maintain professional accreditation and certification through the ND Department of Veterans Affairs and the National Association of County Veterans Service Officers.
- Research and interpret complex set of laws, rules, and regulations.
- Conduct outreach visits with shut-in and hospitalized clients.
- Maintain liaison and rapport with federal, state, and local agencies, including the exchange of information necessary to process benefit claims.
- Make referrals as appropriate to other agencies and organizations.
- Provide guidance and technical assistance to office staff and clients.
- Coordinate resources for conferences and other training opportunities.
- Comply with pertinent directives relative to office recordkeeping and storage to ensure efficient operation, ensure client privacy, and effectively manage assigned caseload.
- Advise department head on issues pertinent to proper and efficient department functions.
- Sign correspondence, official seals, and other legal documents.
- Use word processing, database applications, and other industry-specific software.
- Perform other duties as assigned.