

# Richland County

## POSITION DESCRIPTION

**Department:** Veterans Service Office

**Position Title:** Veterans Services Benefit Specialist

**Pay Rate:** G (nonunion salary schedule)

**Direct Supervisor:** Veterans Service Officer

**Date:** 25 May 2022

---

### **Purpose of Position:**

The purpose of this position is to perform and assist with services and advocacy of Veterans' benefits to beneficiaries, dependents and interested community members. The Veterans' Benefits Specialist also assists with administrative office duties and frequently assumes such roles as office secretary, office receptionist, claims worker, veterans advocate, liaison, and office director in the absence of the department head.

### **Essential Duties:**

The following duties are expected of this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Assists with the preparation of Veterans' Benefits applications and correspondences
- Advises veterans and beneficiaries regarding state and federal benefits and advocates on behalf of veterans and beneficiaries to appropriate third parties of interest
- Receives, processes, enters data and safeguards confidential information in accordance with **HIPAA** law and county policy
- Assists in providing information to veterans, beneficiaries, and third parties, regarding official documents, recorded documents, vital records, and legal information regarding VA benefits and programs.
- Performs bookkeeping/financial activities and may be required to close loans with Wisconsin Department of Veteran's Affairs
- Assists in handling, processing, scanning, entering and distributing vital records
- Assists in implementing office policies. Assesses office needs and recommends policy changes
- Assists CVSO in assuring office policies are carried out according to federal, state and county rules and regulations
- Assists in claim development; provides rational and effective arguments and assist in gathering supporting documentation, evidence and medical opinions
- Prepares affidavits and notarizes official documents
- Maintains office inventory of supplies, flags, and flag holders and is responsible for ordering within budget constraints
- Performs the CVSO duties in his/her absence

### **Minimum Training, Experience, and Qualifications Required to Perform Essential Job Functions:**

- Two year business related degree **or** 2 years qualified office experience. Familiarity with computer and software applications.
- Prefer exposure to medical/health related topics and ability to communicate effectively and work with people.
- Ability to complete training and testing for accreditation, within two years of employment, through one of the Milwaukee VARO veteran’s service organizations (i.e. WDVA, VFW, or American Legion) or U.S. Department of Veterans Affairs to present claims and maintain accreditation with ongoing training.
- A valid driver’s license and access to an insured vehicle.

**Physical Requirements:**

- Ability to operate a variety of office equipment and machinery with some requiring complex and rapid adjustments, including computer terminal, telephone, fax machine, calculator, photocopier, and TV.
- Ability to coordinate eyes, hands, feet, and limbs in performing slightly skilled movements.
- Ability to exert very moderate physical effort from sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling up to 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job related objects, materials, and tasks.
- Ability to sustain prolonged visual and mental concentration.
- Ability to communicate orally and in writing with others.

**Environmental Adaptability:**

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as hazardous conditions or exposure to disease may cause discomfort, but pose little risk of injury, and are present only in unusual situations.

Richland 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.

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Supervisor’s Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

County Administrator, Clinton Langreck

May 25, 2022