

FRANKLIN COUNTY

An Equal Opportunity Employer

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POSITION DESCRIPTION

Employee Name:	Position Title:	Veterans Benefits Specialist
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Dept./Div.:	Veterans Service Commission	Employment Status:	Full-time
Reports to:	Services Supervisor	FLSA Status:	Non-Exempt
Normal Hours:	8:00 a.m. – 4:30 p.m.	EEO Status:	06 – Administrative Support
Civil Service Status:	Classified	Bargaining Unit:	CWA 4501

GENERAL DESCRIPTION:

Under direction of the Services Supervisor, assists applicants in determining eligibility for federal and local benefits and services; provides assistance and counseling to veterans and their families in obtaining benefits.

QUALIFICATIONS:

 An example of acceptable qualifications:

Completion of secondary education or equivalent (high school diploma or GED); or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities; possession of an honorable discharge from the U.S. Armed Forces; must pass required background investigation.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Possession of a valid Ohio driver's license; accreditation by National Association of County Veterans Service Officers or accreditation by Ohio Department of Veterans Affairs (to be obtained within eighteen (18) months of employment); must be and remain insurable under the county's vehicle insurance policy.

EQUIPMENT OPERATED:

 The following are examples only and are not intended to be all inclusive:

Personal computer, calculator, typewriter, fax machine, copier, and other modern office equipment; motor vehicle.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee: is exposed to environmental conditions which may result in injury from fumes, odors, dusts, mists, gases, and/or poorly ventilated work areas (e.g., toner, correction fluid); has contact with potentially violent or emotionally distraught persons; has exposure to hazardous driving conditions; exerts up to 10 pounds of force occasionally, and/or a negligible amount of force frequently while lifting, carrying, pushing, or pulling objects.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION:

 For purposes of 42 USC 12101:

Interviews veterans and/or dependents of both veterans and active duty members of Armed Forces of the United States to obtain and provide information, and determine eligibility for participation in Department of Veterans Affairs (VA) benefit programs and services (e.g., insurance, loans, education benefits, pensions, compensation, financial assistance, etc.); reviews

Developed by:

Date Adopted: Clemans, Nelson & Associates, Inc.

Date Revised: 12.3.2018; 11.16.2021 Dublin, OH 43017

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medical and service records (e.g., O.R.C. 5901 and U.S. Code, Title 38; Title 59). Conduct, review, and investigate each financial assistance application to ensure all required documents and pertinent information is included with application prior to approval or submission to the Veterans Service Commissioners.

Assists eligible veterans and/or relatives with the completion of applications and other documentation necessary to facilitate participation in VA, State of Ohio, and/or Franklin County benefit programs and services. Responsible for complying with all established policies and procedures governing financial assistance; responsible for approving up to \$2,000 for financial assistance and up to \$500 in food assistance per financial assistance applicant, if eligible, and in accordance with policies. Confer, advise, prepare, and issue requests through the use of Department of Veterans Affairs, State, and County offices within the United States of America, and in some cases internationally, in order to obtain vital records and/or public documents such as birth, marriage, divorce, and/or death certificates.

Responsible for tracking and maintaining all claims in the department; reports status of claims to VSC. Maintain knowledge of other community agencies criteria and ensure that eligible clients have those resources available to them; act as liaison between veterans and their dependents with other community agencies.

Operates computer to enter/retrieve data; updates existing files.

Maintains records and prepares reports concerning open, closed, or referred VA claims for VSC review; attends state and district schools, meetings, conferences, and seminars to maintain a current working knowledge of law changes, operational procedures, etc.; maintains certifications required by VA and ODVS; assists with preparation of and monitors the budget; maintains confidentiality of sensitive and personal client information.

Visits veterans and/or dependents in home, hospitals, and nursing homes; participates in other Outreach programs and activities.

Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions; attends all federal and/or state required training to maintain certifications and/or accreditations necessary to perform the essential functions of the position.

Demonstrates regular and predictable attendance.

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OTHER DUTIES AND RESPONSIBILITIES:

Performs other job related duties as required.

Cross training in other related positions on an ongoing basis.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*Indicates developed after employment)

Knowledge of: modern computer skills and computer applications, including but not limited to Microsoft Office; veterans service laws and/or regulations; *agency policies and procedures; public relations; office practices and procedures; records management; human relations; case management; social services policies, programs, rules, and regulations.

Skill in: computer operation; operation of a motor vehicle.

Ability to: interpret a variety of instructions in written, oral, picture, or schedule form; calculate fractions, decimals, and percentages; compile statistical data; read, comprehend, and interpret various laws and regulations; prepare accurate documentation; communicate effectively via telephone and face-to-face; understand a variety of written and/or verbal communications; gather, collate, and classify information; develop and maintain effective working relationships; travel to and gain access to work site.

POSITION NUMBERS AND CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED: None.

(Signature of Appointing Authority)

(Date)

(Signature of Employee)

(Date)

Developed by:

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Clemans, Nelson & Associates, Inc.

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Dublin, OH 43017