

MILLS COUNTY – VETERANS AFFAIRS

JOB DESCRIPTION

POSITION TITLE: Veterans Affairs Clerk

REPORTS TO: Veterans Affairs Director

SUPERVISES: Work-study Students

PURPOSE OF POSITION:

Performs professional work assisting the director, providing day to day management of the department services, keeping related records, reports and related work as apparent or assigned. Duties are performed under the general direction of the Veterans Affairs Director.

ESSENTIAL FUNCTIONS:

Assist with administering the plan for Veterans Affairs and Veterans Relief. Performs public relations duties such as speaking to groups. Performs administrative duties as assigned and serve as acting director in the directors' absence. Performs intake duties for Veterans Affairs and Veterans Relief; assesses client's need and refers applicants to other resources as needed. Answer the telephone, greet individuals who come to the department and ascertain their needs and direct them to the appropriate sources for assistance. Work requires a high level of confidentiality.

MARGINAL FUNCTIONS:

Perform other duties as directed or as the situation dictates.

ESSENTIAL KNOWLEDGE, EXPERIENCE AND ABILITY:

Qualifications as mandated by the Code of Iowa, Chapter 35, 35A and 35B. Considerable knowledge of state and federal laws which mandate benefits, procedures and regulations pertaining to Veterans Affairs. Thorough knowledge of the principles of analyzing, compiling and submitting required reports and statistics. Thorough knowledge of and ability to utilize research and investigation techniques. Ability to communicate effectively both orally and in writing. Operate standard office equipment and related hardware and software and has ability to learn specialized equipment and software related to business needs. Establish and maintain effective working relationships with staff, clients and the general public.

ESSENTIAL EDUCATION, CERTIFICATION AND/OR LICENSES:

Certification from NACVSO within two years from the date of hire and must maintain such certification as mandated by the Code of Iowa. Within three years from date of hire, individual will become T.R.I.P (Training, Responsibility, Involvement, and Preparation of Claims) trained through the VA.

Must possess a valid driver's license at the time of hire.

ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS:

Work is general performed indoors in an office setting and requires the ability to lift and carry various supplies weighing up to 40 pounds. This work regularly requires sitting, speaking or hearing and using hands. Frequently requires repetitive motions and occasional standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting, Work has standard vision requirements. Vocal communication is required for expressing or exchanging ideas by means of the spoken word. Hearing is required to perceive information at normal spoken word levels. Work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating machines, operating motor vehicles or equipment and observing general surroundings and activities. Work occasionally requires exposure to outdoor weather conditions. Work is generally in a moderately noisy location (e.g. business office, light traffic).