



## POSITION CLASSIFICATION DESCRIPTION

**Job Title: Veteran Services Officer**

**Reports To: Montezuma County Administrator**

**FLSA Status: Non-exempt**

**Department: Montezuma County Veteran Services**

**Location: 107 N. Chestnut Ste. #205 Cortez, CO 81321**

**Approved By/Date: Travis Anderson, County Administrator 04/2024**

**Summary:** Providing veterans, surviving spouses, guardians, or any other persons who may have a proper claim, with filing claims for insurance, pensions, compensation for disability, health care, vocational training, or any other benefits which the veteran or other individual may be entitled to receive. Assists clients in accessing supportive services through a variety of organizations. Develops and maintains positive working relationships with other veterans' organizations and resources. Works independently, with supervisory consultation.

**Essential Duties and Responsibilities:** Assists veterans, surviving spouses, guardians or any other persons who may have a proper claim in requesting and/or receiving various benefits and services, including but not limited to insurance, pension, and disability compensation, certificates of eligibility for home loan guarantees, death benefits, educational assistance, and vocational rehabilitation.

- Coordinates enrollment in health care benefits; provide referrals for transportation to VA medical appointments.
- Refers veterans and family members to other supportive resources, including local, regional, state, and national organizations.
- Maintains confidential client information. Provides requested information to the Division of Veterans Affairs and reports to the Board of County Commissioners. Keeps copies of all final decisions made by the Department of Veterans Affairs.
- Maintains current knowledge of military legislation, regulations, and precedents relating to benefits; keeps appropriate materials for reference.
- Maintains contacts in the military and veteran communities to facilitate and improve services offered by the Veterans Service Office. Makes presentations communicating veterans' benefits. May attend meetings of local veteran's organizations.
- Must be able to utilize computers, printers, facsimile machines, copiers, telephone, camera, automobile, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.
- Must be able to draft and implement an annual budget.

**Additional Functions:**

- Attend community events, meetings, functions as needed.
- Performs other related duties as required.

**Competency (Knowledge, Skills, and Abilities):**

Knowledge of:

- Applicable federal, state and local ordinances, laws, rules and regulations.
- Veterans benefits and supportive services available locally, regionally, and nationally.
- Multi-cultural issues and differences.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions.
- Application of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Internal departmental policies and procedures.
- External governmental bodies and agencies related to area of assignment.
- Record keeping, report preparation, filing methods and records management techniques.
- All computer applications (i.e., MS Office desktop apps, Word, PowerPoint, Excel, Outlook, and Publisher) and hardware related to performance of the essential functions of the job.

Skilled in:

- Maintaining confidentiality.
- Communicating with disabled and senior citizens.
- De-escalating angry and distraught individuals.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of directions.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Applying logical thinking to solve problems or accomplish tasks.
- Communicating orally and in writing with internal staff, citizens, and other individuals in order to give and receive information in a clear and courteous manner.
- Preparing clear and concise reports, correspondence and other written materials.

Mental and Physical Abilities:

- Ability to respond to each client with empathy and respect.
- Ability to de-escalate chaotic and/or potentially violent situations and set limits when appropriate.
- Ability to read and interpret documents such as rules and regulations manuals, operation and maintenance instructions, procedure manuals, and so forth.
- Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Ability to establish and maintain effective working relationships with a variety of individuals.
- Ability to collect, process and utilize incoming information, define problems, establish facts and draw valid conclusions.

**Qualifications:** If an individual hired as the Montezuma County Veterans Service Officer (CVSO) is not certified as a Veterans Service Officer through the Colorado Division of Veterans Affairs, his/her continued employment as the CVSO is conditional on his/her becoming certified as a Veterans Service Officer through the Colorado Division of Veterans Affairs within a 6 month period from date of hire.

**Education/Experience:** High School diploma or GED; and, honorable Service in the US Army, Air Force, Navy, Marine Corps, Coast Guard or any auxiliary branch thereof; or, be an officer released from

active duty and placed on inactive status; and, a minimum of one year of experience working with the public.

**Certificates and Licenses:** Colorado State Driver’s License.

**Supervisory Responsibilities:** Is responsible for the overall direction, coordination, and evaluation of this department. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Work Environment:** Work is typically performed in a variety of environments including the office, client homes and community agencies, and may involve potential exposure to hazardous and/or violent environments and/or clients. Working conditions are typically moderately quiet, but can be loud at some locations.

**ADA Compliance:**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazard and inclement weather.

**USE OF THIS JOB DESCRIPTION**

**THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE COUNTY AND THE INCUMBENT IN THE POSITION.**

Nothing in this position description restricts Montezuma County’s ability to assign, reassign or eliminate duties and responsibilities of this job at any time. The description reflects Montezuma County’s assignment of essential functions. It does not prescribe or restrict the tasks that may be assigned. Critical features of this job have been described. Those features may change at any time due to reasonable accommodation, as the needs of the County change or other reasons deemed appropriate by the County.

I have received the Veteran Services Officer Job description dated 04/2024. I understand that I am to become familiar with its contents.

\_\_\_\_\_  
Signature of Employee

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Name of Employee

\_\_\_\_\_  
Date

