

# **LINN COUNTY CLASSIFICATION**

**TITLE: ASSISTANT VETERANS SERVICES OFFICER**

**NUMBER: 592**

**APPROVAL ORDER NUMBER: 2024-146**

**PAY RANGE: 10**

**DATE: APRIL 23, 2024**

**CATEGORY: SEIU**

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Assist in planning, development and support to Linn County's administration of all present and future veteran laws and promote the welfare of veterans, their dependents and survivors. Perform multiple tasks concurrently, each requiring complex and interrelated steps to complete.

SUPERVISION RECEIVED: Works under the general supervision of the Veterans Services Program Manager. Individual must develop and refine own work routine carrying through assignments to completion.

SUPERVISION EXERCISED: Supervision of employees is not a responsibility of this position.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Respond to requests for information about veteran's benefits and rights. Interview veterans, their dependents and survivors regarding benefits and rights as appropriate to the individual situation. Advise veterans and their dependents of their rights under the Veterans' Benefits Act and other relevant legislation. Interpret and apply governmental agency rules and regulations.
2. Obtain, analyze and evaluate military service information, medical history, family finances and other pertinent information.
3. Select appropriate forms, ascertain necessary evidence/documents required and assistance to veterans who seek benefits to which they may be entitled under applicable laws. Assist veterans and dependents in filling forms out that are necessary to apply for home loans, insurance and other related benefits.
4. Complete required applications using statewide veteran database program and gather and scan all evidence necessary for claims into database program to submit all electronically.
5. Develop and maintain effective, harmonious and reasonable work relationships with others.
6. Maintain regular and predictable work attendance.

OTHER FUNCTIONS: This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this

classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

**RECRUITING REQUIREMENTS:** (Additional specific details may be provided by the specific office or department job announcement, if applicable).

**KNOWLEDGE, SKILL AND ABILITY:** Basic computer knowledge and the ability to perform computer functions with reasonable skill; considerable knowledge of office practices and procedures, basic business English composition, grammar, spelling and punctuation and knowledge of medical and legal terminology. Skill in the operation of a calculator and other office equipment.

Ability to work independently; ability to make clear and concise reports and recommendations related to activities; ability to establish and maintain harmonious relationships with other employees, county officials and the public; ability to communicate in writing and orally; ability to exercise good judgment and tact and the ability to maintain confidential information.

**EXPERIENCE, EDUCATION AND TRAINING:** Graduation from a senior high school plus two years of education or two years of responsible clerical experience providing administrative knowledge, skills and abilities in maintaining records or any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described.

**NECESSARY SPECIAL QUALIFICATIONS:** Possession of a valid Oregon motor vehicle license and an acceptable driving record at the time of appointment may be a condition of employment.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** Work is generally performed indoors in an office environment. Work requirements include the ability to sit and move about; see, talk and hear; use hands to finger, handle or operate objects or controls and reach with hands and arms. The work requires the ability to lift or move thirty (30) pounds.