



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Veterans Benefits Specialist

LOCATION: Veterans' Services

SALARY: \$23.10-\$25.67/Hr.

STATUS: Full time

HOURS PER WEEK: 40

WORK HOURS: 8:00 am – 4:30 pm

APPLICATION DEADLINE: Recruitment will be ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION

February 2020

POSITION TITLE: Veterans Benefits Specialist

DEPARTMENT: Veterans' Services

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Advises and assists veterans and their dependents in the administration of Federal and State Veterans Administration benefits. Advocates for Winnebago County veterans and their families in navigating the large spectrum of Federal and State veterans' benefits. Coordinates, collaborates, and networks with multiple agencies and organizations to ensure veterans receive the necessary services they have earned.

ESSENTIAL FUNCTIONS:

1. Works directly with veterans or their dependents to determine eligibility, complete necessary paperwork, and submit applications for disability compensation or dependency and indemnity compensation (DIC).
2. Works directly with veterans or their dependents to determine eligibility, complete necessary paperwork, and submit the applications for veterans or surviving spouse pensions to include aid and attendance.

3. Works directly with veterans or their dependents to determine eligibility for additional programs, doing necessary research, completing paperwork, and submitting applications.

ADDITIONAL ESSENTIAL DUTIES:

1. Works directly with veterans or their dependents regarding the need and level of medical care required and arranges transportation as necessary.
2. Works directly with veterans or dependents regarding the need for skilled nursing care, assisting with the collection and submittal of required documents.
3. Provides comprehensive explanation of loan programs available to veterans and works with veterans to determine the appropriate program to fit their needs.
4. Determines burial benefits available to deceased veterans of Winnebago County and assists dependents with appropriate paperwork.
5. Works directly with veterans or their dependents to determine eligibility, complete necessary paperwork, and submit applications for medical, subsistence, and retraining and relief grants.
6. Works directly with veterans or their dependents to determine eligibility, complete necessary paperwork, and submit applications for tuition assistance through various GI Bills or other available programs.
7. Works directly with the veteran to determine eligibility, complete necessary paperwork, and submit the application for vocational rehabilitation programs.
8. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Veterans Services Supervisor.
2. Works with Veteran Benefits Specialists, Administrative Associate IV, other Winnebago County departments, County Veteran Service Officers, the Department of Veteran Affairs Regional Office staff, and Wisconsin Department of Veterans Affairs staff.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's degree from an accredited institution of higher learning, preferably in human services, administration, or a related field. In exceptional cases, a combination of education and highly related experience may be considered in place of a Bachelor's degree.
2. Some work experience performing administrative duties or working with veteran benefits preferred.
3. Accreditation with the National Association of County Veterans Service Officers (NACVSO), Wisconsin Department of Veterans Affairs (WDVA) and successfully complete the Training, Responsibility, Involvement and Preparation of Claims (TRIP) online program, **or** able to meet these requirements within one year of hire.
4. Valid Wisconsin Driver's License.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of office terminology, practices, procedures, and equipment.
2. Computer skills including facility with Microsoft Office applications and ability to learn and use specific software utilized by the County and VetraSpec software.
3. Strong written and verbal communication skills including listening skills.
4. Ability to work under pressure in a busy office setting with frequent interruptions.
5. Ability to work with veterans, their families and the general public effectively, cordially and professionally.

6. Ability to comprehend a variety of legal and medical documents. Including discharges, administrative codes, Veterans Affairs manuals, Federal and State Veterans laws and apply to cases and procedures in preparation of cases.
7. Ability to effectively interview veterans and their representatives.
8. Ability to work with little supervision and make independent decisions.
9. Ability to work accurately with figures to calculate debt and equity ratios.
10. Ability to use standard office equipment including telephone, computer, printer, photocopier and scanner.
11. Ability to establish and maintain effective working relationships with fellow employees.
12. Possession of good organizational skills.
13. Military background preferred, but not required.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to travel to other County departments and locations.
4. Ability to lift 35 pounds.