

BREMER COUNTY VETERANS AFFAIRS

EMPLOYEE JOB DESCRIPTION

Position: Clerk
Department: Veterans Affairs
FLSA Status: Non-exempt

Reports to: Bremer County Veterans Affairs Director
Date Adopted: 12/2016

JOB DESCRIPTION: The Clerk of Veterans Affairs serves Veterans and/or their eligible family members by assisting the Director in applying for Federal, state and local benefits.

ESSENTIAL FUNCTIONS/RESPONSIBLE FOR: Completing all mandatory documentation, scheduling appointments, researching resources and benefits available for Veterans and their family members, assist Veterans and their family members by making and answering their phone calls and emails, by entering data into multiple databases, typing, photocopying and answering the Veterans Affairs door. Will also assist with community outreach events where they will interact with large groups of people in a, sometimes, relatively confined atmosphere. The Veterans Affairs Clerk must be flexible in hours and days worked.

ENTRY REQUIREMENTS: The Clerk position requires the following: A minimum of a high school diploma or GED. One year of experience with Veterans Affairs, social work, business management or a combination of education and experience to equal one year.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: The individual must possess the following knowledge, skills, and abilities or be able to explain and demonstrate that the individual can safely perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skill and abilities.

1. Ability to communicate with people to convey or exchange information in a courteous, professional manner, by phone, email, in person, and in writing both during and outside of normal working hours.
2. Ability to maintain a professional relationship and establish effective working relationships with assigned staff, coworkers, other agencies and the public.
3. Ability to organize, prioritize, schedule, and other tasks to assure completion.
4. Ability to work, under supervision, to achieve the goals and objectives of Bremer County, Bremer County Veterans Affairs and members of the public.
5. Ability to lift a minimum of 20 pounds
6. Ability to read and speak fluent English
7. Ability to assure records, reports and monthly reporting requirements are completed.
8. Experience in PC computing is required with word processing, spreadsheets, email, database and web browsing.
9. Attending state/regional Veterans Affairs trainings, conferences and continuing education.
10. Participate in Veteran outreach events at the minimum of one time quarterly.
11. Review, scan, filing and document Armed Forces Grave Registrations in both digital and paper mediums
12. Meet with Veterans and family members by appointment and/or drop-in at their residence and other locations as needed.
13. Educate Veterans and their family members with the claims process and follows up, as necessary.
14. Assist Veterans and spouses with filing Federal VA claims, follow-up
15. Assist with VA medical claims
16. Refer Veterans to appropriate community resources and assist Veterans with phone calls for information and services
17. Determine the needs of individual Veterans and what they are entitled to
18. Help Veterans access local and state resources
19. Ability to drive to various locations assigned utilizing own vehicle or agency vehicle.
20. Advocate for Veterans and network at the local, state and national levels
21. Network with Veteran Service Organization representatives in developing claims

PHYSICAL REQUIREMENTS:

1. Sitting: Approximately 6 to 7 hours during an 8 hour day.
2. Standing and Walking: Approximately 1 to 2 hours/day depending on needs of the position.
3. Driving: Approximately 0 to 3 hours/day.
4. Lift, carry, Push, Pull, Moderate Deviation of Wrist, Knee, Ankle, and Shoulder: Must be able to lift and carry objects of approximately 10 to 20 lbs.
5. Climb/balance: 0 to 2 hours/day. The ability to climb stairs is required.
6. Stoop, Bend, Kneel, Crouch, Crawl: 0 to 1 hour/day.
7. Reach, Handle, Finger, Feel: 6 to 8 hours/day. Good manual dexterity is required to perform this job. The individual needs to write information on paper and enter information into a computer when needed. The individual needs to be able to sort and handle documents.
8. Sight: The ability to see and interpret information is a requirement of their job. Sight is used constantly. The position requires reading and/or recognizing information, discussing, translating, documenting and paraphrasing information with others.
9. Talk, Hear: The individual is required to communicate effectively with consumers other employees, supervisors, families, and other services professionals.

WORK ENVIRONMENT: Works in a variety of environments including, but not limited to, offices, homes/apartments, and nursing home facilities. May experience numerous interruptions from telephone calls or people needing information and attention. Works independently to complete many tasks.

1. Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this job description.
2. All requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Prospective employee and incumbents are encouraged to discuss possible accommodations with Bremer County.
3. Job descriptions in no way state or imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any job-related instructions and to perform any job-related duties requested by the Bremer County Commission of Veterans Affairs.
4. Bremer County reserves the right to change or reassign job duties or combine positions at any time.
5. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Employee:

I have read the job description and fully understand the requirements set forth therein. I hereby accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at will by Bremer County without notice or by myself with at least 2 weeks notice.

Date

Employee Signature

Date

Director, Bremer County Veterans Affairs

Date

Chair, Bremer County Commission on Veterans Affairs