



## Jefferson County, Florida

### Position Description

**Position Title:** Part-Time Veterans Affairs Officer

**Department:** Administration

**Reports To:** County Manager

**FLSA Status:** Non-Exempt

**Employment Status:** Part-Time (2 days/week plus events)

**Pay:** \$20- \$25/hour (DOQ)

### Position Summary

The Jefferson County Board of County Commissioners is seeking a compassionate, knowledgeable, and service-oriented Part-Time Veterans Affairs Officer to assist veterans, their dependents, and survivors in accessing federal, state, and local veterans' benefits and services. This position serves as the County's primary liaison for veterans by providing information, advocacy, claims assistance, and referrals to appropriate agencies and community resources.

The Veterans Affairs Officer works closely with the U.S. Department of Veterans Affairs, state veterans' agencies, veterans service organizations, healthcare providers, and local community partners to ensure veterans receive the benefits and services to which they are entitled.

### Essential Duties and Responsibilities

#### Veteran Services

- Provide direct assistance to veterans, active-duty service members, National Guard and Reserve members, eligible dependents, and surviving spouses regarding available benefits and services.
- Assist clients in preparing, completing, and submitting claims for compensation, pension, education, healthcare, burial benefits, and other veterans' benefits.
- Explain eligibility requirements and application procedures for federal, state, and local veterans' programs.
- Maintain confidentiality of client information in accordance with applicable laws and regulations.
- Monitor the status of claims and assist clients with appeals and additional documentation when needed.

#### Outreach and Community Relations

- Promote awareness of veterans' benefits through community outreach, educational presentations, and public events.
- Develop and maintain working relationships with veterans service organizations, community agencies, healthcare providers, and governmental entities.
- Participate in veterans' appreciation events, resource fairs, and community meetings.



- Coordinate with County departments to improve services available to veterans and their families.

### **Administrative Responsibilities**

- Maintain accurate case files, records, and documentation.
- Prepare required reports regarding client services, grant activities, and program performance.
- Maintain current knowledge of changes in veterans' laws, regulations, and benefit programs.
- Assist with the development of informational materials and educational resources.
- Ensure compliance with federal, state, and County policies related to veterans' services.

### **Other Duties**

- Perform other related duties as assigned to support County operations and veterans' programs.

### **Minimum Qualifications**

- Honorable Discharged Veteran as defined in Title 38, U.S.C.
- High school diploma or equivalent required.
- Associate's degree or bachelor's degree in Public Administration, Social Work, Human Services, Business Administration, or a related field is preferred.
- Minimum of three (3) years of experience assisting veterans, working in human services, military personnel administration, case management, or a related field.
- Experience preparing or assisting with veterans' benefits claims is preferred.

An equivalent combination of education and experience may be considered.

### **Preferred Qualifications**

- Accreditation as a Veterans Service Officer through the U.S. Department of Veterans Affairs or a recognized veterans service organization, or the ability to obtain accreditation within a specified period after hire.
- Knowledge of VA disability compensation, pension, healthcare, education, survivor, and burial benefits.
- Experience working with federal and state veterans' agencies.
- Familiarity with Florida veterans' benefits and programs (if applicable).

### **Knowledge, Skills, and Abilities**

- Knowledge of federal, state, and local veterans' benefits and services.
- Ability to interpret veterans' laws, regulations, and eligibility requirements.
- Strong customer service and interpersonal skills.
- Excellent verbal and written communication abilities.



- Ability to maintain confidential records and exercise sound judgment.
- Strong organizational and time-management skills.
- Ability to establish effective working relationships with veterans, County staff, community organizations, and government agencies.
- Proficiency in Microsoft Office applications and standard office software.
- Ability to manage multiple client cases while maintaining accuracy and attention to detail.

## **Physical Requirements**

Work is performed primarily in an office setting with occasional travel throughout the County to attend meetings, outreach events, and training sessions. The employee must be able to operate standard office equipment, sit for extended periods, and occasionally lift materials weighing up to 25 pounds.

## **Working Conditions**

The position requires frequent interaction with veterans and their families, community organizations, healthcare providers, and government agencies. Occasional evening or weekend work may be required to attend community events or outreach activities.

## **Equal Opportunity Employer**

The Jefferson County Board of County Commissioners is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state, or local law. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.