

POSITION VACANCY

**APPLICATIONS FROM THE GENERAL PUBLIC WILL BE
ACCEPTED FROM JUNE 21, 2024 THROUGH JULY 12, 2024.**

JOB TITLE: Veteran Service Officer Supervisor, #13493

Date Posted: June 21, 2024
Department: Commissioners
Hours: 29 hrs./Part-time
Pay Range: \$26.82/per hour

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Wayne County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job unless the accommodation would cause an undue hardship.

Incumbent serves as Veteran Service Officer Supervisor for the Wayne County Veteran's Service Officer, responsible for supporting the Deputy Veteran's Service Officer in performance of duties and serving as liaison to service groups and public communications.

DUTIES:

Supervises and oversees Deputy Veteran Service Officer in his job duties and functions.

Responds to telephone inquiries, including researching, copying, and mailing information and making referrals to other community resources as needed.

Presents public speaking presentations to various groups as requested.

Periodically provides services in various locations to accommodate special needs of clients, including hospitals, detention facilities, nursing homes and residences.

Maintains frequent communication with Indiana Department of Veterans Affairs (IDVA) personnel to determine appropriate procedures and actions, and/or assists in resolving issues.

Assists Deputy Veteran's Service Officer and performs duties according to local, state, and federal rules, regulations, policies, and procedures.

Assists with office related issues, meetings, and serves as liaison to service groups and public communications and performs related duties as assigned.

JOB REQUIREMENTS:

Must be an honorably discharged veteran who has had at least 6 months of active service in the armed forces of the United States and a citizen of Indiana and a resident of Indiana for at least five (5) years immediately preceding this appointment.

Must meet all other applicable hiring and retention requirements of Indiana code, including, but not limited to ability to satisfactorily complete oral and written examinations for certification/recertification.

Thorough knowledge of and ability to make practical application of federal and state veterans' benefits.

Working knowledge of standard English spelling, grammar, and punctuation, and ability to prepare correspondence and other documents.

Knowledge of basic filing systems and ability to maintain organized files/records.

Performs duties according to local, state, and federal rules, regulations, and policies and procedures.

Ability to properly operate standard office equipment, such as computer, copier, calculator, fax machine and telephone.

Ability to effectively communicate orally and in writing with co-workers, other County personnel, veterans, their spouses, dependents, and/or survivors, IDVA personnel, benefit and community service agencies, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to prepare and make public speaking presentations.

Ability to work on several tasks at the same time and complete assignments effectively amidst frequent distractions and interruptions.

Ability to work alone with minimum supervision, often under time pressure.

Ability to understand, memorizes, retain and carry out written and oral instructions and present findings in oral or written form.

Possession of a valid driver's license and a demonstrated safe driving record or ability to provide own transportation as needed.

DIFFICULTY OF WORK:

Incumbent assists with performing duties according to state and federal rules, regulations, policies and procedures, exercising independent judgment in interpreting precedents and adapting standard methods to fit individual situations. Work requires consideration of many variables in determining applicable benefits and application procedures.

RESPONSIBILITY:

Incumbent applies standard practices of the profession in providing assistance to clients and ensuring accurate and timely completion of forms/applications. Work is reviewed primarily for appropriate direction of assigned operations and compliance with legal requirements.

PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County personnel, veterans, their spouses, dependents and/or survivors, benefit, and community service agencies, IDVA personnel, and the public for the purpose of exchanging information, explaining/interpreting policies, and procedures, and resolving problems.

Incumbent reports directly to the Wayne County Commissioners.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs a majority of duties in a standard office environment, involving sitting/walking at will, sitting for long periods, lifting/carrying objects weighing less than 25 pounds, speaking clearly, and hearing sounds/communication. Incumbent periodically drives or travels in a vehicle to assist clients in their homes and other locations.

**APPLY AT: Wayne County Government
Human Resources
401 E. Main Street
Richmond, IN 47374**

ONLINE AT: www.co.wayne.in.us

***Wayne County Government is an
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