

## FAIRFIELD COUNTY

JOB TITLE: VETERANS' AFFAIRS COORDINATOR  
VETERANS' AFFAIRSGENERAL STATEMENT OF JOB

Under limited supervision, is responsible for coordinating appropriate actions necessary to determine the needs of and benefits available to veterans, their spouses, dependent children, and parents. Manages and maintains Veteran military records and submits reports as required.

SPECIFIC DUTIES AND RESPONSIBILITIESESSENTIAL JOB FUNCTIONS

Performs in-depth personal interviews, reviews documents, performs research, etc. in determining the eligibility for veteran-related benefits for veterans, veterans' spouses, dependent children and parents of veterans, including benefits such as pensions, disability compensation, insurance proceeds, hospitalization, outpatient treatment, educational benefits, vocational rehabilitation, tax exemptions, specialized license tags, home loans, etc. or any other National, State, or Local Agency benefits; forwards claims to the Veterans Administration Regional Office for adjudication. Counsels veterans and their families regarding benefits.

Assists funeral directors and survivors in securing burial benefits, grave markers, flags, military funerals, and burial in national cemeteries.

Assists in the preparation and submission of cases to the V.A. Regional Office and the Board of Veterans Appeals.

Assists veterans and their beneficiaries in filing applications for review of discharges to upgrade or correct.

Performs various clerical duties such as answering routine correspondence, preparing applications and forms, composing letters of correspondence, etc.

Visits Social Services offices, hospitals, nursing homes, etc. as necessary in obtaining assistance for Veterans and their dependents/survivors in difficult situations as necessary.

Directs and oversees the activities of clerical staff in the office. Performs supervisory duties as instructing; planning, assigning, and reviewing work of others; maintaining standards; coordinating activities; acting on employee problems; selecting new employees; and recommending transfers, promotions, disciplinary actions, and salary increases.

Is responsible for preparing and managing the budget for the Department.

Participates in conferences pertaining to the welfare of veterans; observes the operation of the Veterans Affairs Regional Office, examining the interpretation of law as expressed in regulations, bulletins, and precedent decisions; attends meetings as required.

Operates a motor vehicle and a variety of types of office equipment including calculator, copier, telephone, and general office supplies.

#### ADDITIONAL JOB FUNCTIONS

Performs other related duties as required.

#### MINIMUM TRAINING AND EXPERIENCE

High school diploma with additional training in clerical/secretarial skills and three to five years of office experience and experience dealing with the public, or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

#### MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of types of office equipment including calculator, computer, typewriter, etc. Must be physically able to exert up to ten pounds of force occasionally and/or frequently to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may require walking, standing, reaching, or stooping occasionally. Must be able to lift and/or carry weights of approximately twenty pounds.

**Data Conception:** Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the giving of assignments and instructions to co-workers and/or assistants. Includes the receiving of information and instructions from supervisor.

**Language Ability:** Requires the ability to read a variety of documents, reports, and other materials. Requires the ability to prepare documents and reports such as personnel records, state/county reports, claims applications, daily activities report, requisitions, and general letters of correspondence, etc., using the proper format, punctuation, spelling and grammar. Requires the ability to communicate with co-workers, subordinates, clients, state and federal agencies, physicians, attorneys, etc. with poise, voice control, and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form. Must be able to deal with several abstract and concrete variables. Requires the ability to apply principles of rational systems such as legal, counseling, accounting, medical, etc., in order to solve problems and deal with a variety of concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information and to follow verbal and written instructions.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; add, subtract, multiply, and divide numbers; determine percentages and utilize decimals; determine time and weight; and apply algebraic principles.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes in utilizing office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

**Color Discrimination:** Does not require the ability to differentiate colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

### PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the policies, procedures, and activities of the department as they pertain to the performance of duties of the position. Has the ability to communicate and interact with veterans and/or their families as required in providing assistance and information. Knows of correct procedures for completing various applications, and is able to obtain any needed information for same. Is able to compile, review and analyze an assortment of types of information in the performance of the job, such as correspondence, reports, forms and other job related material. Has good supervisory skills as required in managing the Veterans Affairs Office. Has the mathematical ability to handle required calculations. Is knowledgeable in the terminology used in the Office, and has the ability to utilize same to communicate effectively with various individuals and groups including supervisor, other staff members, State and Regional Department of Veteran Affairs, Clerk of Court, Bureau of Vital Statistics, VA hospitals, Social Security Office, Department of Social Services, funeral homes, etc. Is able to exercise appropriate functional and situational judgment in a variety of situations. Has the ability to use professionalism and discretion in dealing with veterans and their dependents. Is skilled in using various types of office equipment in performing duties. Is able to make sound, educated decisions.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all County departments and divisions, co-workers and the public.

Quantity of Work: Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the County.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, County policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc.

**Relationships with Others:** Shares knowledge with managers, supervisors and staff for mutual and County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the public so as to maintain goodwill toward the County and to project a good County image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the County. Emphasizes the importance of maintaining a positive image within the County. Interacts effectively with higher management, County Administrator, other professionals, and the public.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**Planning:** Plans, directs and uses information effectively in order to enhance activities and production of the department. Knows and understands the expectations of the County regarding the activities of the department and works to see that these expectations are met. Designs and formulates ways, means, and timing to achieve the goals and objectives of the department and the County. Within the constraints of County policy, formulates the appropriate strategy and tactics for achieving departmental and County objectives. Organizes, arranges and allocates manpower, financial and other designated resources in an efficient and effective way so as to achieve the goals

and objectives of the department and the County.

**Organizing:** Organizes own work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all County and department matters affecting them and/or of concern to them.

**Staffing:** Works with the Personnel Department to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the County. Personally directs the development and training of department personnel in order to ensure that they are properly inducted, oriented and trained.

**Leading:** Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of County goals and objectives.

**Controlling:** Provides a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of County standards, methods and procedures.

**Delegating:** Assigns additional duties to staff as necessary and/or appropriate in order to meet department goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

**Decision Making:** Uses discretion and judgement in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

**Creativity:** Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of department and County. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

**Human Relations:** Strives to develop and maintain good rapport with all staff members. Listens to and considers their suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

**Policy Implementation:** Has a clear and comprehensive understanding of County policies regarding the department and County function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the County and continually reviews department policies in order to ensure that any changes in County philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**