



AUDITOR – TREASURER’S OFFICE

101 Main Avenue North

P.O. Box 616

Thief River Falls, MN 56701

(218) 683-7000

DIRECTOR OF VETERAN’S SERVICES

Pennington County is accepting applications for the position of Director of Veteran’s Services. This position serves as a local advocate for veterans, their dependents, families, and survivors. Duties include, but are not limited to, assisting with Veteran’s benefits as well as informing, advising, and counseling Veteran’s on benefit programs and other services available.

Applicants must be a U.S. citizen, a Veteran as defined by MN Statute, a resident of Minnesota (upon appointment), and minimum of a high school diploma or GED (bachelor’s degree in a related field and experience in a related field is preferred).

Pennington County offers a competitive wage and benefits package including health and life insurance, pension plan, 12 paid holidays, and paid vacation and sick leave.

Applications and a complete job description are available in the County Auditor-Treasurer’s office, 101 Main Avenue N., Thief River Falls, MN 56701 or online at: <http://co.pennington.mn.us>, click on ‘Employment’.

Application deadline: October 25, 2024, 4:30 p.m.

PENNINGTON COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER



POSITION DESCRIPTION
PENNINGTON COUNTY — Director of Veterans Services

SECTION I: GENERAL INFORMATION

Position Title: Director of Veterans Services	Department: Veterans Service Office
Immediate Supervisor's Position Title: County Board	FLSA Status: Non-Exempt
Job Summary: Performs difficult administrative work Per MN Statute 197.60 and under the supervision of the County Board. The Director of Veterans Services serves as the Department Head for the Pennington County Veterans Service Office. This position is responsible for serving as a local advocate for Veterans, their dependents, and survivors, ensuring that they are provided with prompt, courteous and effective service. This position assists the member(s) in applying for and receiving Veterans benefits that they are eligible for. The Director of Veterans Services interviews, informs, advises, and counsels Veterans concerning benefit programs, eligibility requirements, changes in laws/programs, and provides other services to assist Veterans in the County. Work is performed under the limited supervision of the County Board.	

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES:

- A. Performs job responsibilities in a manner that is consistent with the statutory responsibilities, mission, and values of the VA Office.
 - B. Maintains a thorough working knowledge of VA office and county policies, procedures and protocols that apply to the performance of the position.
 - C. Advises and assists veterans and their dependents in applying and receiving state and federal veteran benefits by researching, verifying, and documenting history and eligibility information; prepares and submits appropriate claim forms.
 - D. Provides assessment, information and referrals to veterans and their dependents by interviewing and counseling individuals, assessing cases, and coordinating benefits/services with related agencies.
 - E. Reviews and researches information for claims that have been denied or claims that have been over-paid by assessing facts; reviews applicable regulations and prepares appropriate forms for submission to claims office.
 - F. Informs veterans, veterans' groups or related agencies, and the public concerning federal and state laws or policies on veteran affairs and issues through mailings, speaking engagements, or meetings.
 - G. Maintains records and correspondence for VA and Pennington County as applicable.
 - H. Plans, directs, and supervises all department activities, establishes office procedures, and prioritizes work activities.
 - I. Prepares and monitors the annual budget and approves expenditures.
 - J. Supervises veterans' database and manual files.
 - K. Performs other duties as assigned.
- Assists veterans with the ordering, tracking, and monitoring of medications. Utilizes the VA automated system to order and check the status of medication. Coordinates with VAMC pharmacy directly to refill and/or renew expired meds. Obtains and sends records necessary to receive new meds through the VA for physician prescribed meds locally.
 - Contacts and assists survivors of deceased veterans and provides assistance in obtaining death benefits such as burial in a state or national cemetery, burial allowance, government grave marking, government life insurance proceeds and survivor benefits.
 - Assists and advises veterans and their families in requesting discharge records, service medical records and personal military records. Assists vets in applying for correction to military records.
 - Administers and coordinates the Veteran Service Transportation Grant Program.

- a) Writes grant applications to obtain transportation funds. Oversees the distribution of fund expenditures and prepares funding reports and documents as required.
- b) Coordinates and works with various VA organizations in the scheduling and transport of veterans to appointments.
- Performs case management activities for all contacts, responses, and actions for all contacts within the agency. Maintains all records management activities within the office. Prepares various reports, activity summaries, board reports or other data and information needs within the department.
- Keeps abreast of changing developments, legislative changes, or new programs relevant to department concerns.
- Attends training, sessions, various regional meetings.
- Performs special projects, as delegated.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

<p>ESSENTIAL SKILLS REQUIRED TO PERFORM THE WORK</p>	<p>Skilled in:</p> <ul style="list-style-type: none"> • Must have excellent oral and written communication skills in the English language • Knowledge of standards, principles, practices, methods, and techniques for assisting and counseling veterans • Knowledge of state, federal, and county laws, regulations, and guidelines relating to veterans' benefits applications and negotiations • Knowledge of veterans' benefits and entitlement programs • Knowledge of county administrative rules, policies and procedures pertaining to budget, purchasing, and information services • Skill in public relations, including news writing, general journalism, and public speaking • Skill in reading and interpreting insurance provisions, laws, rules, and guidelines in the area of veteran benefits and entitlements • Skill in assisting and advising veterans concerning the application for benefits and entitlements • Skill in compiling and accurately preparing required reports for state, federal or local agencies • Ability to analyze facts and exercise sound and reasonable judgement when problem-solving and arriving at decisions • Ability to establish and maintain effective working relationships with VA Office, local government representatives, state and federal officials, the media, the public, and all others • Demonstrates, by personal example, the integrity, ethics, and excellence in work performance • Skilled in the use of office equipment and devices, appropriate departmental software and databases, and other modern office equipment with the ability to learn new technology • Ability to demonstrate punctual and reliable attendance in accordance with designated work schedules • Ability to work independently and without direct supervision
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MN STATUTE 197.601:

- **Must be a resident of the State of Minnesota (upon appointment)**
- **Must be a citizen of the United States**
- **Must be a veteran, as defined in section 197.447**
- **Board Appointed (4-year term) Public Official**
- **Compensation set at a level commensurate with other county officials with the same level of responsibility**
- **Before entering upon duties, shall take and subscribe the oath required of public officials**

EDUCATION AND EXPERIENCE

- Minimum of High School Diploma or GED
- Preferred Bachelor’s Degree in related field plus one (1) year of experience and/or training in Federal benefit programs, i.e. Medicare, Social Security, or Veterans Affairs; OR prefer at least four (4) years of experience in Federal benefit programs, i.e. Medicare, Social Security, or Veterans Affairs

Mandatory Trainings

- National Association of CVSOs (week-long) Accreditation course and certification test
- Self-paced online VA 45-hour Training, Responsibility, Involvement & Preparation of Claims (TRIP)
- MN Dept of Vets Affairs (MVDA) 2-day office orientation
- MDVA Stage II (week-long) training in St. Paul
- MDVA Stage IV (3-day) training in St. Paul
- MDVA Plans & Programs Orientation (1-day) in St. Paul
- MDVA Spring Conference (3-day) Regional locations
- MACVSO Fall Conference (4-day) Central location
- Accreditation training encompasses 245 hours of study. The credentialing process takes 9 to 12 months.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, reaching with hands and arms and repetitive motions, frequently requires standing, walking, has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

- Must have the ability to obtain certification as a County Veterans Service Officer in one year from hire date through training and a certification test
- Must agree to receive within six months of the appointment, training, and education for the duties of the position, including development of an effective working knowledge of relevant laws, rules, and regulations pertaining to the United States Department of Veterans Affairs
- Valid driver’s license