

Job Posting: Notice of Vacancy

It is the intention of the LaSalle County Veterans Assistance Commission is to fill one or more vacancies in the following job classification.

Job Classification: Veterans Service Officer / Outreach Coordinator
Location: LaSalle County

Department: LaSalle County Veterans Assistance Commission
119 W Madison St Rm 103A
Ottawa, IL 61350

Regular Work Week: Monday through Friday

Hours of Work: Report to work 8:00am to 4:30pm Monday – Friday.

Wage: \$40,000 per year

Position is: Non-Union

See *Job Description* for Duties, Minimum Qualifications and Physical Demands

Interested persons should apply by completing the County application and returning it to:

LaSalle County Veterans Assistance Commission
119 W Madison St Rm 103A
Ottawa, IL 61350
Or Email to
SKreitzer@lasallecounty.org

All Applications must be completed and received by October 1, 2019.

Interviews of selected candidates will begin the following week.

LaSalle County

Job Description



Job title: Veteran Service Officer / Outreach Coordinator

Work Location: 119 W. Madison St Courthouse Room 103A Ottawa, IL 61350

Division/Department: Veterans Assistance Commission

Reports to: Superintendent

Employment Classifications:

- Full-time Part-time
 Exempt Nonexempt
 Salaried Hourly
 Bargaining Unit

Salary Grade: \$40,000 Minimum Starting Salary

Essential Duties and Responsibilities:

To provide resources, claims management, and aid to our nation's military heroes and their family.

- Prepare claims for submission on behalf of clients to the Department of Veterans Affairs and other agencies.
- Interview Veterans and their families on a daily basis.
- Know and explain available benefits for Veterans and their families.
- Communicate daily with Local, City, County, and Federal Organizations in a positive manner.
- Research court cases, medical records, medical research, and current regulations on a daily basis.
- Answer phones, greet Veterans and their Families, conduct outreach events with a welcoming personality.
- Other duties as assigned.

Education and/or Work Experience Requirements:

- Be knowledgeable of military branches and job duties along with the particular instances in which their military duties would put them in harms way.
- Have the ability to organize, prioritize and track workloads while working independently with minimal supervision.
- Pay attention to detail at the same time as multitasking multiple clients and deadlines.
- Ability to read, interpret, comprehend and utilize legal cases, federal regulations, and medical research in a useful manner to prepare a written statement.
- Friendly and approachable to help make clients feel comfortable when you are conducting the interview.
- Adaptability to different personalities and situations so as to diffuse, empathize, and encourage clients.
- Ability to write correspondence in a cohesive manner.
- Must be knowledgeable of Microsoft Office and able to learn, comprehend, retain, and utilize new computer programs easily.
- Have a basic understanding of office edict and how to conduct yourself in a professional manner.
- Some medical subject matter may be graphic, but are to be handled in a mature respectful manner.
- Must be willing to take initiative to help clients within the parameters given.
- Mandatory understanding of Confidentiality and HIPPA.
- Ability to work well with others as part of a team.
- Must have or working on an Associate's Degree, but Bachelor's Degree is preferred
- Take initiative within parameters given and follow up when necessary.
- Understanding of basic Facebook, networking, and other forms of marketing to increase foot traffic at assigned outreach locations.
- Ability to pass a federal background investigation.
- Understanding that it will be required to attend an annual week-long conference to maintain position.
- Occasional nights and weekend work may be required.

Date Created: 8/13/2019 Date Revised: 8/13/2019 Approvals: _____

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, and work on a computer for long periods of time.
- Requires ability to complete multiple repetitive tasks.
- Ability to occasionally lift 25 lbs.
- Set up a table and tent display at events located throughout the county.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Most activities are performed indoors in an office setting. While performing the duties of this position, the employee is subject to normal consistent temperatures. The noise level in the work environment is moderate.

This job description is intended to describe the general nature and level of the work being performed by the person in this position. Principal duties and responsibilities are intended to describe those functions that are essential to the performance of this job, and "other" duties and responsibilities include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties or tasks as requested by management. All requirements are subject to possible modification in order to reasonably accommodate individuals with disabilities.

LaSalle County reserves the right to modify, interpret, or apply this job description in any way the County desires. This job description is not intended nor should be construed to be an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions, or similar behaviors, attributes or requirements associated with this position. The aforementioned job requirements are subject to change to reasonably accommodate qualified individuals with a disability.

This job description is not an employment contract, implied or otherwise. Except as otherwise provided by a collective bargaining agreement or applicable law, all employees are at-will. This job description is not intended to void, replace, or conflict with negotiated union contracts. To the extent a collective bargaining agreement conflicts with this job description, the collective bargaining agreement shall supersede and/or modify this job description.

I have read, reviewed and agree that this job description accurately reflects the position.

ACKNOWLEDGEMENT

I have read or had explained the essential duties, responsibilities and minimum qualifications of this position for which I am expected to perform. I have reviewed the essential functions and work environment characteristics and I understand them completely.

Print Employee Name:

Employee signature:

Date:

Supervisor signature:

Date: