

Crawford County - Job Description

Job Title: Deputy Veterans Service Officer
Department: Veterans Service Office
Reports To: Veterans Service Officer
FLSA Status: Nonexempt
Prepared By: Veterans Service Officer
Approved Date: xx/xx/2026

SUMMARY

This position is responsible to assist veterans and/or their dependents in obtaining the benefits they earned through their sacrifice and service to our country.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but are not limited to:

Performs complex case management of veterans and their family members in obtaining earned benefits.

Requires highly specialized knowledge and understanding of Veterans Administration /Wisconsin Department of Veterans Affairs (VA/WDVA) laws, regulations and/or departmental policies and procedures.

Utilizes Tyler Technologies Veterans Benefits software management system, Wisconsin Department of Veterans Affairs Benefits and Tracking System (VBATS) and VA, Veterans Benefits Management System (VBMS) to perform the following duties;

Assist veterans and/or their dependents to determine benefit eligibility from the U.S. Department of Veterans Affairs (VA), Wisconsin Department of Veterans Affairs (WDVA), and County benefits available.

Assist veterans and/or dependents, in the development, submission, tracking and follow-up of all claims for benefits.

Research case law, VA policy manuals, current regulations and individual veteran service and medical records to develop arguments and present case to Administrative Law Judge while representing veterans at the Board of Veterans appeals.

Manage the volunteer transportation program to include scheduling drivers to transport Crawford County veterans to/from their VA scheduled medical appointments. Record mileage, prepare and submit vouchers to clerk's office and obtain reimbursement from veterans when applicable. Maintain detailed records to prepare and submit for annual WDVA Transportation Grant.

Input and update WDVA VBATS web-based database to include registering veteran discharge information and graves registration. Also, submit applications for general benefits eligibility, Wisconsin GI Bill, Wisconsin Property Tax program and Assistance to Needy Veterans Grant Programs.

Work and cooperate with various federal, state, and local agencies as necessary to assist veterans and dependents, such as Social Security Administration, Vet Center, District Attorney, Sheriff's Office, Register of Deeds, Department of Health & Human Services, other County Veterans Service Offices, and medical facilities.

Attend state semi-annual training conferences, regional and local staff training, and informative workshops/meetings to gain knowledge of veterans' benefits and new VA procedures.

Provide notice of veteran deaths to the Veterans Administration and provide information regarding veteran burials to WDVA as required by state statutes.

Prepare and update Veterans Service Office informational brochures and handouts to county veteran organizations.

Responsible for creating, updating and maintaining confidential records, files, forms and data systems.

Assist the Veterans Service Officer with Veterans Service Commission meetings as requested.

Prepare invoices, bills and vouchers for processing by County Clerk's Office in accordance with policies.

Assure care and custody of all county property/facilities associated with the job.

Participate in outreach programs that may require work outside of normal hours when necessary and travel when necessary.

Assist in the preparation of the annual department budget, program, planning and development and implementation of new procedures.

Refer veterans to CVSO for determination of eligibility for Veterans Service Commission emergency relief funds.

Serve as Department Manager in absence of Veterans Service Officer.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

SUPERVISION RECEIVED

Employee receives minimal guidance and oversight by supervisor. Works independently on routine and semi-routine matters according to county policies and objectives. Able to work with limited supervision and make accurate, rapid, independent decisions referring only unusual cases to supervisor. Routine planning and independent scheduling of work priorities. Prioritize multiple tasks and meet scheduled deadlines. Work in the presence of distractions or under monotonous conditions without significant loss of efficiency. Work as team player in the absence of or with minimal supervision. Manage unexpected changes within job duties.

QUALIFICATIONS

High School Diploma and special course work beyond High School. Prefer one year of experience in case management, administering veterans' benefits or related field.

Accreditation by the VA office of General Counsel at time of hire or within 6 months of employment. Accreditation requires fingerprinting and federal background check by the Office of General Counsel to obtain accreditation with the Veterans Administration.

Requires annual continuing education to maintain accreditation with the Wisconsin Department of Veterans Affairs, Veterans of Foreign Wars and the American Legion to represent and serve as Veteran's Power of Attorney for case management with the Veterans Administration.

Requires basic proficiency in current version of Microsoft to include; Word, Excel and Teams. Math – General, Filing – Standard, Grammar – General and Spelling – General. Requires advanced proficiency in Typing. Requires VA Accreditation training within 6 months of hire and training to maintain accreditation. Be able to pass background clearance through VA and obtain Personal Identification and Verification (PIV) card for access to VA software programs and secure access systems.

Maintain knowledge of applicable current local, state, and federal laws, rules and regulations.

Possess working knowledge of general office procedures, computer hardware/software and office equipment.

Knowledge of County bookkeeping practices and procedures is necessary.

Knowledge of the Tyler Technologies Veterans Benefits software system is preferred.

Knowledge of military terminology related to military records and military culture.

LANGUAGE SKILLS

Be familiar with military terminology and military culture. Have an understanding of medical terminology and apply medical testing and diagnosis to determine eligibility for benefits. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals. Ability to write routine reports, correspondence, and claim packages for VA benefits and veteran appeals. Ability to speak effectively before customers or employees of organization, using tact and diplomacy. Possess excellent public relation skills.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages. Add, subtract, divide and multiply. Ability to apply concepts of basic algebra and geometry. Ability to handle money and work accurately with the receipt of funds.

REASONING ABILITY

Ability to work with minimal supervision, where employee can proceed alone on routine matters, referring other matters to supervisor. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving

several concrete variables in standardized situations. Define problems, collect data, establish facts and draw valid conclusions.

CONFIDENTIALITY

Maintain security of confidential matters and materials. Ability to regularly work with confidential data which may include protected health information (includes electronic PHI). Information can be of a personal nature, and if disclosed could cause serious adverse legal and community reaction and concern for the Veterans Office and the County.

CERTIFICATES, LICENSES, REGISTRATIONS

Accreditation by the VA office of General Counsel at time of hire or within 6 months of employment.

MATERIALS AND EQUIPMENT USED

General office equipment, computer, keyboard, printer, calculator, photocopier.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

The noise level in the work environment is usually quiet, with little or no discomfort from temperature, dust, etc. Encounters clients that may be under emotional stress. Distractions from walk-in and call-in clients. Work indoors in a controlled environment. Deal with challenges and criticism on a regular basis.

Interact with abusive and/or difficult individuals occasionally. Work in fast-paced high-pressure situations. May be exposed to body fluids and communicable diseases.

DISCLAIMER

The attached statements are intended to describe the general nature and level of work being performed by people assigned to this job. The statements are not intended to be an exhaustive list of specific responsibilities, duties, and skills required of personnel so classified.

Crawford County is an Equal Opportunity and Affirmative Action Employer. In compliance with the American with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Signature

Date