

# Veterans Benefit Counselor

**Classification: Veterans Counselor**

**Job Title: Veterans Benefits Counselor**

**Department: Veterans Affairs**

**Wage: Per Union Contract**

**General Statement of Duties:**

Advises veterans and/or their dependents for obtaining benefits available to them through federal, state, and/or local legislation and from private organizations. Assist veterans, their dependants and/or survivors in the preparation of claims to file with the U.S. Department of Veterans Administration. Researches changes in laws pertaining to veterans and/or their dependents. Reviews medical statements regarding physical and mental diseases and disabilities that are presented for initial claim and/or appeal action to the Department of Veterans Administration, military, state, and local agencies on behalf of veterans and/or their dependents. Responsible for maintaining and drafting accurate records and reports as assigned by county. Ensures privacy act laws strictly followed with regard to client files; having access to confidential and highly sensitive information.

**Other Duties:**

Obtain copies of discharges, separation and medical records.  
Assist veterans and/or their dependents in filing Homestead taxes and home heating credits.  
Represent the Veterans Affairs office at veteran's service organization meetings, private groups and/or citizens interested in veterans and their needs.  
Assist in the preparation of veterans activities for Memorial Day, Veterans Day, 4<sup>th</sup> of July, Military Funeral Honors, etc.  
Other duties as may be assigned by the Director of Veterans Affairs.

**Desirable Qualifications for Employment:**

It is desirable that applicants be Veterans of the United States Armed Forces and discharged under honorable conditions.  
High School diploma or equivalent (College Degree Preferred) or 3 years military experience.  
Knowledge of Federal, State and local agency laws, rules and regulation regarding the benefits and services available to veterans.  
Willingness to represent the interest of veterans in obtaining benefits to which they may be entitled.  
Effective written and verbal communication skills.  
Ability to prepare and process routine reports and operate computer systems.  
Ability to conduct oneself with tact and courtesy.  
Operates an automobile while in performance of assigned duties.  
Possession of a valid Michigan Driver's license.

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## **Other Responsibilities:**

Meets with and make presentations to administrators, veterans organizations, service clubs, private groups and interested citizens on the needs of veterans and the types of services provided by the department.

May require attendance at meetings after normal work hours.

May have to attend training session's out-of town on occasion.

May have to attend veteran service organizational meetings throughout the county.

(The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by the personnel so classified.)

## **Physical Demands**

Ability to lift from floor level and be able to carry 25LB's honor guard equipment, and be able to stand for minimum of 30 minutes without assistance.

## **Supervisory**

Reports to the Director of Veterans Affairs.