

# **JOB OPENING**

## **CARROLL COUNTY VETERANS OFFICE**

**Title of Position:** County Veterans Service Officer

**Supervisor:** County Mayor

The Carroll County Veterans Service Officer provides assistance to County Veterans, their dependents, and survivors by aiding for and obtaining Veterans benefits such as compensation, pensions, education, hospitalization, insurance, and loans; assists in preparing formal claims using Veterans data management programs and compiling appropriate supporting documents and evidence in support of claims; visits Veterans and their dependents in long term care facilities and residences as necessary; has a willingness to coordinate and participate in community events; and prepares monthly and annual reports for presentation to the County Mayor and/or County Legislative Body.

Veterans Services Officers shall successfully complete training and be issued accreditation by the TN Department of Veterans Affairs within one (1) year from date of appointment, and maintain accreditation by adhering to 38 CFR and TCA requirements.

### **Knowledge, Skills, and Abilities:**

*Knowledge* – the applicant must have proficient knowledge in the following areas:

- Office administration
- Basic knowledge of VA laws and regulations, and have the ability to comprehend, interpret, and apply these laws as defined in Title 38 USC and 38 CFR
- An understanding of the Veteran culture and environment

*Skills* – the applicant must demonstrate the following skills:

- Record keeping skills
- Analytical/problem solving and decision-making skills
- Effective verbal and listening communications skills
- Basic computer skills
- Stress and time management skills

*Abilities* – the applicant must also demonstrate the following abilities:

- Be honest, trustworthy, and demonstrate sound work ethics
- Possess exceptional customer service attributes
- Be respectful and flexible
- Able to take constructive criticism and guidance
- Handle each case with a high degree of confidentiality

### **Minimum Qualifications:**

- HS Diploma Graduate of Equivalent
- Veteran of the U.S. Armed Forces

Carroll County Government is an equal opportunity employer. Employment will be based upon consideration of the qualifications of all applicants for employment. Discrimination based upon an applicant's race, color, sex, religion, national origin, age, or disability will not be tolerated.

For inquiries, please contact Carroll County Mayor Joseph Butler at [jbutler@carroll.tn.org](mailto:jbutler@carroll.tn.org) or 731-986-1936.

To submit a résumé, please email to [jbutler@carroll.tn.org](mailto:jbutler@carroll.tn.org).

**Deadline for résumé submission: August 14, 2020 by 4 P.M.**