Ripley County, Indiana

Assistant County Veterans Service Officer — Job Description

Reports To: County Veterans Service Officer

Position Summary

Assist the County Veterans Service Officer in providing guidance and support to veterans, dependents, and survivors regarding federal, state, and local veterans' benefits.

Essential Duties

- Assist veterans with VA claims, benefits applications, and supporting documentation.
- Answer phone calls, emails, and questions from veterans and their families.
- Schedule appointments and maintain confidential records.
- Provide information on disability compensation, pensions, healthcare, survivor benefits, and property tax relief programs.
- Track claims, deadlines, and follow-up requests.
- Coordinate with VA offices, county departments, and veteran service organizations.
- Assist with veteran outreach and public education.
- Maintain confidentiality and comply with applicable laws and policies.

Qualifications and Requirements

- **Must be a veteran of the United States Armed Forces.**
- Must obtain American Legion accreditation as required for the position.
- Must complete all required quarterly and annual training.
- Must maintain required certifications and stay current on veterans' benefits and claims procedures.
- Strong communication, organizational, computer, and customer service skills.
- **Purpose**

To improve access to benefits and ensure Ripley County veterans and their families receive timely assistance and the benefits they have earned.

Applicant Acknowledgment: I acknowledge that I have read and understand the duties, responsibilities, and requirements outlined in this job description.

Applicant Signature: _____

Date: _____