



## County of Berks POSITION DESCRIPTION FORM

<b>Position Title:</b>	<b>Veterans Benefits Educator (Part-Time)</b>		
<b>Department:</b>	Veterans Affairs	<b>Reports To: (Title)</b>	Director
<b>Effective Date:</b>	April 7, 2016	<b>Revision Dates:</b>	February 18, 2020
<b>Wage Category:</b>	<input checked="" type="checkbox"/> <b>Exempt</b>	<input type="checkbox"/> <b>Non-Exempt</b>	
<b>EEO-1 Category:</b>	Administrative Support	<b>Union Classification:</b>	N/A

### POSITION SUMMARY:

This position provides services to Berks County veterans, their widows, dependents and orphans. The employee develops public awareness of benefits and services earned through service in the armed forces. Responsibilities include making presentations on veterans benefits and services, engaging the community on projects to improve the quality of life for veterans or to recognize their service in the armed forces, performing a variety of administrative tasks, compiling data for monthly reports, and building community trust and understanding in County government's role in supporting veterans and families.

### POSITION RESPONSIBILITIES:

#### ***Essential Functions***

1. Educates, advises, and assists veterans and/or their eligible family members on their VA, state, and local benefits and services.
2. Completes and submits applications for individual charitable grants, military records, health care enrollment, and burial/memorial benefits. Drafts disability, pension, education, life insurance, home loan, and survivor benefit claim and then submits them to the Director.
3. Creates, maintains and reviews electronic case files.
4. Works in conjunction with State and Federal veteran offices and with local organizations to assist veterans and families.
5. Answers phones, greets and provides assistance/answers to inquiries and walk-in clients.
6. Maintains and updates the list of veterans buried in County cemeteries. Completes County and Federal burial applications.
7. Coordinates distribution of flags and flag holders with funeral directors and volunteers. Requests bids for flags and flag holders.
8. Coordinates support for veterans needing transportation to and from medical appointments.

9. Provides administrative assistance to the Director & Deputy Director of Veterans Affairs.
10. Follows and implements records management and archival guidelines for the department's documents and publications.
11. Provides performance reports to the Director, as assigned.
12. Other duties as assigned.

***Non-Essential Functions***

- Develops content to the Veterans Affairs and associated websites, and then coordinates updates with technical specialists.
- Maintains the office military museum
- Attends various training events and meetings, as directed.
- Prepares a continuity plan for assigned responsibilities in the event of absence.

**MINIMUM EDUCATION AND EXPERIENCE:**

- High school Diploma or G.E.D. certification from an accredited institution.
- Honorable service in the armed forces of the United States is required.

**MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the structures and missions of all the armed forces of the United States to include US Title 10 and US Title 32 components, post-9/11 combat deployment lessons learned regarding health issues, temporary disability, medical and physical evaluation processes, wounded warrior transitions, warrior transitions, civilian job equivalency, term life insurance coverage, home loan services, and education benefits.
- Knowledge of US Title 38 federal programs, benefits, and procedures for veterans and families.
- Knowledge of PA Title 51 state programs, benefits, and procedures for veterans and families.
- Knowledge of local veterans' organizations, programs, and community resources.
- Knowledge of Federal, State and local HIPAA regulations and policies pertaining to the protection of personal health information and personal identifiable information.
- Ability to communicate and express facts, procedures, experiences, laws, ideas, etc. in a manner that builds public trust and confidence in the work of County Veterans Services Officers.
- Ability to establish and maintain working relationships with officials and representatives of state, federal, and community agencies, veterans, families, and the public.
- Ability to travel, set up, present information, break down, and report on outreach and education events.
- Ability to operate general office equipment and perform routine clerical work.
- Ability to compose an effective written letter for the Director's signature.
- Knowledge of office administration methods, practices and procedures and the ability to make arithmetic calculations.
- Skill in the operation of a variety of computer software programs, including Microsoft Outlook, Word, Powerpoint, Publisher, SharePoint, and Excel.

**PHYSICAL DEMANDS:**

- Position requires the ability to sit or stand for long periods of time and the ability to lift and carry files, tables, chairs, displays, and office documents up to 25 lbs. Ability to load, transport, unload, set up, and store a 100-pound display tent or ability to coordinate the support to achieve the same.
- Position requires travel to and from outreach and education appointments, to include setting up a display tent and tables at outdoor events.
- Position requires the employee to be able to speak before small and large audiences with an electronically amplified voice system.
- Outdoor events may provide only temporary rest room facilities.
- Ability to handle stress.
- Physical presence in the office is required.

**WORKING ENVIRONMENT:**

- Position requires travel throughout and beyond Berks County. Incumbent needs access to transportation. Up to 75% of work in a month can be expected to be at venues where people may gather to hear about veterans' benefits and services.
- A normal office environment is provided at the main office.
- Flexible and irregular work hours are standard and required for evening and weekend outreach events.
- Veterans can be a challenging target group to support, with many unkind things said to employees. The position requires the employee to understand quickly, assess what information can benefit the person, and communicate it confidently and reassuringly.

*This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.*