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## JOB DESCRIPTION: VETERANS SERVICE OFFICER

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**Primary Responsibility:** The Veteran's Service Officer is responsible for assisting veterans and dependents in obtaining federal and state benefits to which they are entitled. The position is also responsible for counseling, claims, coordinating benefits, reports and other assistance to veterans and dependents as required. This position works within broad policy and organizational guidelines, independently plans and implements projects, reports progress of major activities through periodic conferences and meetings. The Veterans Service Officer is appointed by the County Commissioners biannually.

**Supervised by:** Human Services Director

**Supervises:** N/A

**FLSA status:** Non-Exempt

### Main Job Duties:

- Provides assistance to eligible veterans and dependents in obtaining federal and state funds to which they are entitled. These include both service-connected claims and non-service connected benefits claims.
- Counsels veterans and families on other benefits for which they may be entitled, including services provided by the Department of Human Services and other agencies.
- Regularly meets individually with veterans, by phone or in person, to update and provide information on their claims and other services.
- Regularly attends meeting of veterans' organizations in the capacity of Gilpin County Veterans Service Officer.
- Plans and coordinates regular recognition ceremonies for individual and veterans groups in the county.
- Completes required reports for the state.

### Additional Job Duties:

- Completes other assignments relating to veterans affairs as requested by the county commissioners and Human Services Director and any duties needed to stabilize an emergency situation.

**Qualifications:**

- Education: Requires high school diploma or GED.
- Must be a minimum of 18 years of age.
- Must have served in the military with an honorable discharge.
- Ability to:
  - (a) Accurately and effectively transmit and receive information that is necessary to the accomplishment of goals and objectives, including effective written and oral communications in English; and the ability to listen.
  - (b) Establish and maintain courteous and effective working relationships with employees, the public and other agencies.
  - (c) Work independently in position and utilize resources available for veterans.
  - (d) Understand, interpret and communicate, policies, procedures and benefits.
- Must possess a valid Colorado Driver’s license without any restriction due to driving record. Must also be able to drive a county vehicle.
- Must pass background check, including traffic and criminal.

**Mental/Physical Requirements:**

- Must be able to work in a regular office setting to perform the duties of the position.

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I, \_\_\_\_\_ have read the above job description for the **Gilpin County Veterans Service Officer**. To the best of my knowledge I am able to perform all duties of the job as described.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date