

**POSITION DESCRIPTION
COUNTY OF CASS, INDIANA**

POSITION: Assistant Veteran Service Officer
DEPARTMENT: Veterans' Services
WORK SCHEDULE: Varies
JOB CATEGORY: PAT A (Professional, Administrative, Technological)

DATE WRITTEN: March 2026
DATE REVISED: March 2026

STATUS: Part-time
FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Cass County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would present an undue hardship.

Incumbent serves as Part-time Assistant Veteran Service Officer for Veterans Service Office, responsible for providing assistance and information to eligible veterans, their spouses, dependents and/or survivors. **Note:** Some position duties are in conjunction with the Veteran Service Officer with shared responsibilities.

DUTIES:

Answers telephone and greets office visitors, determining nature of call/visit, providing information and assistance, answering questions, taking messages and/or directing individual to appropriate office or department. Schedules appointments with VSO or DVSO for further assistance as needed.

Assists veterans, their spouses, dependents and/or survivors with filing applications/claims for benefits including interviewing, evaluating needs, providing information and literature, providing counseling, and completing application forms. Forwards completed application forms to Department of Veteran Affairs (VA) or other appropriate agencies.

Assists in obtaining supporting evidence for benefit applications as needed, such as birth and/or death certificates, marriage/divorce records, military service and medical records. Assists in filing appeals or reconsiderations of unfavorable Department of Veteran Affairs (VA) decisions.

Performs various clerical and/or administrative support duties, such as preparing mailing/faxing, filing documents, copying documents, entering data into computer, scanning and saving documents on computer, and assisting in preparation of annual reports for county regarding office activities

Enters application information on computer as needed to submit/track claim(s).

Maintains confidential records for each client or other dependent personnel. Enters data on computer, maintains log of assistance provided to veterans, and prepares and submits activity summaries and statistical reports to Veteran Service Officer as required.

Assists funeral directors in obtaining information regarding deceased veterans, and responds to other telephone inquiries, including researching, copying and mailing information and records, and making referrals to other community resources as needed.

Maintains inventory and distributes grave markers and flags. Maintains courthouse flag etiquette for special services as requested.

Provides services in various locations to accommodate special needs of clients including hospitals, detention facilities, nursing homes, and residences.

Maintains department vehicles, scheduling regular preventive maintenance and repairs as needed through the Disabled American Veterans program with Marion VA.

Manages the DAV transportation program and the DAV volunteer driver program to include scheduling, training, and recertifications of DAV drivers. Schedules rides for veterans in need through DAV and assigning drivers.

Communicates with Department of Veteran Affairs (IDVA) personnel as needed, inquiring about delayed benefits, resolving conflicts, and determining appropriate procedures and actions.

Maintains current knowledge of regulations governing veteran benefits, maintaining inventory of current reference materials, and distributing brochures, forms, applications and related materials to local community organizations and individuals.

Assists veterans with new job opportunities through Indiana Department of Veterans Affairs/Workforce Development, and Department of Veteran Affairs.

Attends annual recertification training as required.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

Must be an Honorably Discharged Veteran and a citizen of the United States and Indiana.

Minimum two years (2) related experience and/or training as an office assistant, with a minimum one (1) year of experience in working with the Department of Veteran Affairs preferred.

Ability to pass a Department of Veteran's Affairs background check to access DVA databases.

Ability to obtain and maintain Department of Veteran Affairs (VA) accreditation within one (1) year of employment.

Ability to meet all hiring and retention requirements of Indiana State Code, including but not limited to, ability to satisfactorily complete oral and written examinations for certification/recertification, receive accreditation from federal VA and other veteran service organizations as requested.

Working knowledge of rules, regulations, policies, procedures and legal aspects of phases regarding Veterans Administration benefits and service programs, and ability to explain such policies to meet the needs of veterans.

Working knowledge of and ability to make practical application of federal and state veterans' benefits, eligibility requirements, and application procedures

Thorough knowledge of the Privacy Act and HIPPA regulations and ability to interpret Indiana and Federal Code.

Ability to provide public access to or maintain confidentiality of department information/records according to state requirements.

Ability to effectively communicate orally and in writing with co-workers, other County departments, veterans and their spouses/dependents/survivors, personnel from state and federal Veterans Service Offices, state and local service providers, DFAS, Funeral Home personnel, medical professionals, legal professionals, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to compare or observe similarities and differences in data, compile, collate, or classify data, analyze and evaluate data, and make determinations based on data analyses.

Ability to work on several tasks at the same time often amidst frequent distractions and interruptions, and ensure deadlines are met.

Ability to understand, memorize, retain, and carry out oral or written instructions and present findings in oral or written form.

Working knowledge of standard office procedures and computer software applications used by the department, with ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Ability to properly operate standard office equipment, including computer, calculator, copier, fax machine, postage meter, and multiline telephone.

Knowledge of basic filing systems and ability to create and maintain accurate and complete department files/records.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare correspondence and reports, and maintain department files/records.

Ability to understand and follow written and oral instructions/directions, and appropriately respond to constructive criticism.

Ability to comply with all employer/department personnel policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Possession of a valid Indiana driver's license and demonstrated safe driving record.

II. DIFFICULTY OF WORK:

Incumbent performs duties according to state and federal rules, regulations, policies and procedures which involve consideration of many variables in determining applicable benefits and application procedures. Majority of duties are performed within clear and well-defined guidelines that are applied to specific tasks.

III. RESPONSIBILITY:

Incumbent is responsible for proper completion of assigned tasks, with desired results clearly specified. Unusual situations or problems are discussed with the supervisor, and incumbent is responsible for applying standard departmental practices and precedents to individual work assignments. Work product is periodically assessed for overall conformity with guidelines and standard departmental practices.

Responsible for maintaining Department of Veteran Affairs (VA) accreditation and Indiana Department of Veteran Affairs (IDVA) accreditation through quarterly and annual training.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County personnel, veterans, their spouses, dependents and/or survivors, DVA and IDVA personnel, community service agencies, and the public for purposes of exchanging information, explaining policies and procedures, and resolving problems.

Incumbent reports directly to Veterans' Service Officer.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment involving sitting for long periods, sitting/walking at will, speaking clearly, keyboarding, close vision, hearing communication, driving, and stress associated with client illness, disability, and death, and grieving survivors.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Assistant Veteran Service Officer for Veterans Service Office describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes_____ No_____

Applicant/Employee signature

Date

Print/Type Name