

## Florence County Job Description

**Position Title:** County Veteran Service Officer (CVSO)  
**Department:** County Veteran Service Office  
**Reports To:** Personnel Committee  
**FLSA Status:** Part-Time/Non-Exempt  
**Salary Range:** \$19.00  
**Salary Grade:** 8

**Position Summary:** The County Veterans Service Officer (CVSO) assists and advises veterans, their families, and survivors with regard to benefits available to them through federal, state, and local sources. This position serves as a liaison between the veteran and various government agencies, and manages the activities of the Veteran's Service office for the County.

**Qualifications:** The County Veteran Service Officer (CVSO) shall be a Wisconsin resident who served on active duty under honorable conditions in the Armed Forces of the United States as provided by Chapter 45 of the Wisconsin Statutes and has successfully completed the civil service exam.

### **Essential Functions:**

- Developing and implementing departmental budget.
- Maintaining secure internal financial and money handling controls.
- Maintaining proper documentation of veteran affair activities.
- Compliance with all State and Federal Laws, local ordinances, and all resolutions and polices enacted by the County Board.
- Other duties as assigned.

**Position is also responsible for the following additional duties which are specific to the position of Veteran's Service Officer per Wisconsin State Statute 45.80:**

- Advise persons living in the County who served in the U.S. armed forces regarding any benefits to which they may be entitled, or resolve any complaint or problem arising out of such service, and render to them and their dependents all possible assistance.
- Report to the Personnel Committee as requested.
- Cooperate with federal and state agencies that serve or grant aids or benefits to former military personnel and their dependents
- Furnish information about veteran burial places within the County as required by WI State Stat. 45.62 (2).

### **Supervisory Requirements:**

- N/A

### **Education:**

- High School degree or GED required.

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

Any equivalent combination of training and experience, which provide the following knowledge, skills and abilities:

- Must meet the requirements of Chapter 45.43, WI Statutes with regard to Veteran's Service.
- Strong preference given to individuals with combat experience.
- Ability to deal effectively with the public, cooperate with related agencies and organizations and clearly interpret and apply policies and directives of the State and Personnel Committee. This position requires patience and good active listening skills.

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- Apply departmental and county policies and procedures pertaining to confidentiality.
- Ability to problem solve and identify resources (internal and external) available for assistance.
- Ability to travel to in-state trainings as required.
- Must possess a valid Wisconsin driver's license and have access to a reliable personal transportation with adequate auto insurance to meet minimum County requirements or other reliable means for local and state-wide travel.
- Expected to maintain automobile liability insurance.

**Complexity of Duties and Impact of Decisions:** Ability to discern what benefits and or programs clients and their dependents may be eligible for. Requires research to acquire knowledge of the various programs and services currently available to veterans; the federal, state and county laws and /or regulations that govern their administration; and the required forms and application processes to access those benefits.

### **Physical Requirements:**

- Frequently required to stand, walk, sit, use hands and fingers to handle or feel, reach with hands and arms, talk or hear. Occasionally required to stoop, kneel, or crouch.
- Regularly lift and or move up to 15 pounds and occasionally lift or move up to 25 pounds.
- Vision requirements include close, distant, color, peripheral, depth and ability to adjust focus.

### **Residency Requirement:**

- Must live within the State of Wisconsin or will move to the State of Wisconsin within one year.

### **Work Environment:**

- Office environment. Minimal noise level.
- Regularly exposed to outside weather conditions.

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### Employee Acknowledgement:

I acknowledge that I have received a copy of the Veteran Service Officer job description and understand that it is my responsibility to read and understand it. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Florence County is an Equal Opportunity Employer. Florence County does not discriminate on the basis of any Wisconsin or Federal protected classification. In compliance with the ADA, Florence County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss accommodations with their employer and/or supervisor.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name