

LAKE COUNTY VETERANS SERVICE CENTER

These duties are general in nature and are subject to change or revision at any time. The Veterans Service Commission (VSC) is an equal opportunity employer subject to Ohio Veteran preference (Title 59 Ohio Revised Code). Must be able to bend and lift 51 pounds. **Applicant MUST provide proof of Honorable Service.**

POSITION CLASSIFICATION: VETERAN SUPPORT SPECIALIST

SALARY & BENEFITS: \$22.00+/hour 180 probationary period. Standard Lake County full time employee package (Medical, Dental, Rx, Retirement, Vacation & Sick Leave).

DESCRIPTION: To support Veteran Service Officers (VSO) in assisting Veterans, their widows, widowers, and dependents in determining benefits available from the Department of Veterans' Affairs and any other federal, state or local agency. Advanced communications skills via verbal, written and all modes of technology are required. Knowledge of and ability to use all forms of advanced office equipment is required. Significant computer interactions, file management abilities and robust Microsoft skills required. The ability to triage telephone calls, emails and in-person requests, upload intake information and classify accordingly, all in a compassionate and professional manner, is required.

DUTIES (*Must be capable of multi-tasking and prioritizing while under significant pressure*): Assists VSOs, Veterans and dependents with properly obtaining documentation necessary for applicable benefit eligibility or personal use. Prepare complete limited benefit applications and financial program applications for appropriate submission. Conduct intake interviews, research, investigate, prepare and present results to VSOs, senior personnel and/or the Veterans Service Commission. Ability to work occasional evenings and weekends.

KNOWLEDGE, SKILL AND ABILITIES: Possess a basic awareness of benefits available to veterans and their dependents from the VSC and other county, state and federal agencies. The work requires an employee who possesses patience, compassion and understanding, and can communicate in a professional and courteous manner. A significant understanding of computers and Microsoft programs is required.

EDUCATION & TRAINING REQUIREMENTS: Education and experience supplemented with successful completion of trade school or college level classes in psychology, social work, counseling, business, law, computer technology or human resources helpful.

The ability to travel throughout the County and State is mandatory. Overnight training **is** required 3 to 5 times per year. Attendance at classes, seminars, county level organizations and other training as directed is required.

A valid Ohio Driver's License is required. Applicant must successfully complete a complete background check, as well as successfully complete HIPPA, IRS, basic privacy and security instruction. Testing is required.

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