



## Veteran Office Support Specialist LTE

Class Code: WC1-01-LTE  
Established Date: Jan 1, 2020  
Revision Date: Jan 1, 2020

**JOB SUMMARY:** The Veteran Office Support Specialist LTE provides basic office support, ensures continuity of office operations, and completes special projects work for the Waupaca County Veteran Service Office. This, as needed, position assists with all the responsibilities of the Intake Veteran Benefit Specialist (IVBS), the Senior Veteran Benefit Specialist (SVBS), and the County Veterans Service Officer (CVSO) operating within local/state/federal: guidelines, policy, and law to support the mission of the Waupaca County Veteran Service Office. This position works under the direct supervision of the CVSO.

### **ESSENTIAL RESPONSIBILITIES:**

- Provides customer service and office support in a courteous manner that preserves the dignity, respect, and confidentiality of the clients we serve.
- Acts as a resource for clerical and administrative office support. Acts as an initial point of contact for incoming telephone/walk-in/e-mail requests for service in the absence of the IVBS, or as assigned. Completes assigned project work in support of the office mission. Must analyze, prioritize, escalate, or assign initial requests for service. Must properly interpret information from all callers and visitors to accurately determine the specific requests for service as well as develop for and escalate implied requests for service.
- Conducts basic, research, and accepts evidence in support of claims for a wide spectrum of benefit programs in support of the mission of the office. Resolves simple requests for support including but not limited to application for/troubleshooting of VHA Health Care Services, transportation, changes of address/direct deposit, etc.

### **PERIPHERAL RESPONSIBILITIES:**

- Supports liaison activities with various Waupaca County Veterans Service Organizations and Auxiliary Units, local financial institutions, realtors, nursing homes, hospitals, medical clinics, funeral homes, monument services, area news media, USDVA, and WDVA to promote the general welfare of Waupaca County veterans and dependents. Maintains ongoing familiarity with non-profit/private sector, local, state, and federal benefits programs including availability, eligibility requirements, application process, and key points of contact. Troubleshoots veteran related transportation needs as necessary, often coordinating multiple services. Coordinates claims with non-profit/private sector, local, state, and federal agencies, to facilitate claims processing and to insure the claimant's financial, social, and psychological interests are best served.
- Performs other duties as assigned.

## **QUALIFICATIONS:**

**EDUCATION:** High school diploma or equivalent, required.

**EXPERIENCE:** Previous work in a relevant business or related field as well as one year of customer service experience. Demonstrated ability to skillfully operate computer systems and accompanying software (the Microsoft Suite), automated forms processing software, Internet web browsers, e-mail, and other applications as required, as well as the ability to learn/adapt to software upgrades and equipment changes as they occur.

**SPECIAL REQUIREMENTS:** Veteran status as defined by meeting at least one of the conditions listed in WI § 45.01 (12) (a) to (d) and at least one of the conditions listed in WI § 45.02 (2), preferred. The ability to understand and follow verbal and written directions, as well as effective communication skills. Reading and writing skills are required for interpreting and explaining benefits and services to the public. Competency in general office practices, procedures, and technology. Ongoing awareness of community and other private and public resources. Ability to function under stressful conditions, such as those involving claimant mental health conditions, homelessness, deaths, disability, financial or other type of personal loss. Must pass background check. Ability to maintain confidentiality. Strong ethical decision making skills. Must possess solid problem solving skills and exercise initiative to complete complex and implied tasks. Must possess and maintain a valid driver license and automobile insurance.

## **KNOWLEDGE, SKILLS & ABILITIES:**

Ability to work as a member of a small cohesive and dynamic team

Ability to be professionally flexible and adaptive to operational demands

Ability to communicate effectively orally and in writing

Ability to establish and maintain effective working relationships with multiple professional entities

Ability to effectively and professionally interact with the public as well as other agencies/entities

Ability to handle stressful situations

Ability to maintain client confidentiality