

**BUTLER COUNTY
JOB DESCRIPTION**

Position: Veterans Affairs Director, VSO	Reports to: Veterans Affairs Commission and Board of Supervisors, Chairman
Department: Veterans Affairs	
Revision Date: 04/2026	FLSA: Exempt

POSITION SUMMARY

Serves as Veteran Affairs Director under general supervision of the Veterans Affairs Commission and the Board of Supervisors for budget purposes. The Veteran Service Officer serves as a liaison between community services, all county departments, the Federal Department of Veteran’s Affairs, Federal Service Organizations, and other stakeholders to coordinate service processes relating to eligibility and non-eligibility-based services that promote and achieve program outcomes for veterans. The Veteran Affairs Director and staff also must inform members of the armed forces, veterans, and their dependents of all federal, state, and local laws enacted for their benefits. The position requires a high level of customer service with respect to the public given through courteous, concise, professional treatment, and accurate and efficient transaction management. Staff are required to have an advanced level of technical knowledge of multiple federal, state and county programs, departmental processes, and automated caseload administration. Ability to work remotely and/or in any of the county's service centers, depending on the needs of the team.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Obtain, review, and submit all necessary forms and documentation in connection with claims and applications for benefits provided by the Veterans Administration, Iowa Department of Veterans Affairs, other state and county benefit programs and local community partners serving veterans, their survivors and dependents.
- Interpret and explain complex rules and regulations of veteran services programs, providing information to county staff and direct support and guidance to veterans to ensure appropriate and complete referrals to services.
- Serve as liaison between all county departments, the U.S. Department of Veterans Affairs, Iowa Department of Veterans Affairs, non-profit agencies and providers as it relates to ensuring priority of services and other rights for veterans and their family members.
- Prepare case records/outcomes, correspondence, and other documentation using various computer applications.

- Maintain accreditation for the National Association of County Veterans Service Officers and Iowa Association of County Veterans Service Officers; attend required annual training.
- Perform a variety of community relations and outreach services in the County.

SELECTION TECHNIQUE

Your training and experience will be rated based on the required application material submitted and the top-scoring candidates will be forwarded to the hiring department for further consideration.

HOURS / DAYS

8:00 am - 4:30 pm Monday – Thursday. Work schedules (hours and days) and location are subject to change based on department needs.

ENTRY REQUIREMENTS & QUALIFICATIONS

- Bachelor's degree AND 2 years related experience preferably in the public sector; OR associate's degree AND 4 years of related experience preferably in the public sector; OR equivalent combination of education and experience
- Must be a veteran (a citizen of the United States or a resident alien who has separated under honorable conditions from any branch of the armed forces of the United States after having served on active duty for 181 consecutive days or by reason of disability incurred while serving on active duty
- Ability to complete the federal and state training required to become accredited as a Veteran Service Officer
- Ability to obtain a required security clearance with the Veterans Administration to gain access to the Veterans Benefits Management System and other veterans benefit systems accessed by Personal Identity Verification (PIV) card
- Must be a resident of the State of Iowa

CORE COMPETENCIES, JOB SPECIFIC KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR SUCCESSFUL JOB PERFORMANCE

- Promote a diverse, culturally competent, and respectful workplace.
- Demonstrates ability to interpret federal, state and county laws, regulations and policies in advising veterans and their survivors concerning entitlements, benefits and other related issues

- Demonstrates ability to explain complex rules and programs so they can be understood by people of diverse socioeconomic and cultural backgrounds.
- Demonstrates ability to conduct interviews with veterans and their survivors who may be eligible for compensation, pension, or dependency benefits.
- Demonstrates ability to compile and analyze information, evaluate complex case situations, and analyze and interpret written, numerical and verbal data from various sources.
- Demonstrates knowledge of standards of evidence, legal and medical terminology, and claims adjudication process.
- Demonstrates ability to present facts and appropriate evidence in an objective and professional manner to ensure successful claims adjudication.
- Demonstrates ability to establish and maintain effective working relationships with staff working in Butler County departments, the Veterans Administration, Iowa Department of Veteran's Affairs and community partners serving veterans and community social service agencies.
- Demonstrates ability to understand and effectively navigate, and utilize a variety of county, state and federal computer and web-based systems.
- Demonstrates ability to communicate effectively orally and in writing with clients of varied backgrounds and personalities, in various states of physical and emotional health, and with a wide range of needs and requests.
- Demonstrates skill in ranking workload and achieving high priorities in a timely manner.
- Demonstrates ability to work independently and initiate actions.
- Demonstrates knowledge of Health Insurance Portability and Accountability Act Protection Privacy Act (HIPAA) and other pertinent privacy laws.

DUTIES & RESPONSIBILITIES

Provide oversight, guidance and coordination relating to access to veteran services and other community resources:

1. Promote and encourage referrals from staff and the general public, to improve service access
2. Interpret and explain complex rules and regulations of veteran services programs, providing information to county staff and direct support and guidance to veterans to ensure appropriate and complete referrals to services
3. Serve as liaison between all county departments, the U.S. Department of Veterans Affairs, Iowa Department of Veterans Affairs, non-profit agencies and providers as it relates to ensuring priority of services and other rights for veterans and their family members
4. Obtain, review, and submit all necessary forms and documentation in connection with claims and applications for benefits provided by the Veterans Administration, Iowa Department of Veterans Affairs, other state and county benefit programs and local community partners serving veterans, their survivors and dependents
5. Prepare case records/outcomes, correspondence, and other documentation using various computer applications

6. Advise, assist, and advocate for clients to appeal denied claims; attend hearings as requested on behalf of veterans
 7. Develop and implement procedures and recommend policies related to veterans. Track data on work completed / clients served. Prepare and submit reports as required to state and federal agencies
 8. Assist homeless veterans in securing housing, and other benefits
 9. Maintain accreditation for the National Association of County Veterans Service Officers (NACVSO) and Iowa Association of County Veterans Service Officers (IACVSO); attend required annual training
 10. Draft and design communications such as web and social media content, letters, articles, newsletters, booklets, flyers, and brochures
 11. Perform a variety of community relations and outreach services in the County
- Perform other duties as assigned. ESSENTIAL FUNCTIONS: 1 through 11

WORK ENVIRONMENT

Work is sedentary in nature performed within the Government Center or satellite offices. Continuous contact with the public, other staff and other agencies. Lifting requirement of 20 pounds on an occasional basis. Wrist and finger manipulation due to filing, compiling, calculating, or computer work. Equipment used will include computer, calculator, telephone, copy/fax machine and others. Additional physical/mental requirements that occur may not be listed above but are inherent in performing the position's essential functions.

This job description is intended to describe the kinds of tasks and level of work difficulty being performed by people assigned to this classification. The list of responsibilities is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. The County retains the discretion to add or change the contents of this job description at any time.

Employer

Butler County

428 6th St, BOX 325

Allison, IA 50602

(319)346-6547

<https://www.butlercounty.iowa.gov>

Veterans Service Officer Supplemental Questionnaire

*QUESTION 1

Do you have a completed Bachelor's degree AND 2 years related experience preferably in the public sector; OR associate's degree AND 4 years of related experience preferably in the public sector; OR equivalent combination of education and experience?

Yes

No

*QUESTION 2

Are you a veteran (a citizen of the United States or a resident alien who has separated under honorable conditions from any branch of the armed forces of the United States after having served on active duty for 181 consecutive days or by reason of disability incurred while serving on active duty Please also attach a copy of your DD214 or NGB22 to the application.

Yes

No

*QUESTION 3

Do you have the ability to obtain a required security clearance with the Veterans Administration to gain access to the Veterans Benefits Management System and other veterans benefit systems accessed by PIV card?

Yes

No

*QUESTION 4

Are you a resident of the State of Iowa,?

Yes

No

*QUESTION 5

Have you completed or have the ability to complete the federal and state training required to become accredited as a Veteran Service Officer?

Yes

No

***QUESTION 6**

Do you have experience obtaining, reviewing, and submitting all necessary forms and documentation in connection with claims and applications for benefits provided by the Veterans Administration, Iowa Department of Veterans Affairs, other state and county benefit programs and local community partners serving veterans, their survivors and dependents?

Yes

No

***QUESTION 7**

If you answered "Yes" to the above question, you must provide a brief summary of your experience and the name of the employer(s) where you gained that experience. (If you answered "No" to the above question, enter "NA" in the text box.)

***QUESTION 8**

Do you have experience interpreting and explaining complex rules and regulations of veteran services programs, providing information to county staff and direct support and guidance to veterans to ensure appropriate and complete referrals to services?

Yes

No

***QUESTION 9**

If you answered "Yes" to the above question, you must provide a brief summary of your experience and the name of the employer(s) where you gained that experience. (If you answered "No" to the above question, enter "NA" in the text box.)

***QUESTION 10**

Do you have experience serving as liaison between all county departments, the U.S. Department of Veterans Affairs, Iowa Department of Veterans Affairs, non-profit agencies and providers as it relates to ensuring priority of services and other rights for veterans and their family members?

Yes

No

***QUESTION 11**

If you answered "Yes" to the above question, you must provide a brief summary of your experience and the name of the employer(s) where you gained that experience. (If you answered "No" to the above question, enter "NA" in the text box.)

***QUESTION 12**

Do you have experience preparing case records/outcomes, correspondence, and other documentation using various computer applications?

Yes

No

***QUESTION 13**

If you answered "Yes" to the above question, you must provide a brief summary of your experience and the name of the employer(s) where you gained that experience. (If you answered "No" to the above question, enter "NA" in the text box.)

***QUESTION 14**

Do you have experience performing a variety of community relations and outreach services?

Yes

No

***QUESTION 15**

If you answered "Yes" to the above question, you must provide a brief summary of your experience and the name of the employer(s) where you gained that experience. (If you answered "No" to the above question, enter "NA" in the text box.)

* Required Question