

**- PUBLIC NOTICE -**  
**EMPLOYMENT OPPORTUNITY**  
**Jackson County Veteran's Affairs Executive Director/Administrator**

**The Jackson County Commission of Veteran's Affairs are in search of candidates to fill  
the position of  
Executive Director or Administrator of Veteran's Affairs**

Interested applicants should submit formal application (with resume & cover letter if available)  
by 4:00 p.m. on September 7, 2021 to:

Becki Chapin, Human Resource Administrator  
201 W Platt Street  
Maquoketa, IA 52060

Or email [bchapin@jacksoncounty.iowa.gov](mailto:bchapin@jacksoncounty.iowa.gov)

- This position oversees and administers office operations including implementation of the policies and procedures of the Jackson County Veteran's Affairs Department.
- Directs and coordinates Veteran assistance programs throughout Jackson County in accordance with Chapter 35B of the Code of Iowa.
- Assists Veteran's and/or their eligible dependents in securing local, state, and federal benefits resulting from eligible service in the United States Armed Forces.
- Provides outreach services to Veterans and serves as a Veteran advocate in the community.
- This is a full-time position working 35 hours per week with a salary range of \$39,000-\$45,000 based on qualifications and experience.
- Candidates must be 18 years of age and have either a High School Diploma, General Education Degree (GED) or (HiSET) High School Equivalency Test certificate. Minimum of three (3) years required, five (5) years preferred, applicable work experience providing emergency assistance to wartime Veteran's and their dependents; education and/or knowledge of federal guidelines to assist all residents of the County who served in the armed forces of the United States and their relatives, beneficiaries, and dependents in receiving aid or benefit to which they may be entitled under any law. Interested applicants must possess accreditation by the National Association of County Veteran Service Officers, or complete course of certification training to obtain accreditation within one year of hire. An equivalent combination of education, experience and training which provides the required knowledge, skills, and abilities may be considered.
- Applicants whom are an honorably discharged Veteran who served in the military or naval forces of the United States during active war-time, may only fill the position of Executive Director per Chapter 35B.6 Code of Iowa and are preferred; other applicants will be considered to hold the title of Administrator.
- Valid driver's license and insurability under county policy required.

*This position will remain open until filled*  
Jackson County is an Equal Employment Opportunity Employer

**JACKSON COUNTY VETERAN'S AFFAIRS EXECUTIVE DIRECTOR / ADMINISTRATOR**  
**Position Description**

**Reports To:** County Commission of Veterans Affairs

**FLSA Status:** Exempt

**Supervision Duties:** Veterans Affairs Assistant

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**SUMMARY OF POSITION**

Incumbent oversees and administers office operations including implementation of the policies and procedures of the Jackson County Veteran's Affairs Department. Incumbent directs and coordinates Veteran assistance programs throughout Jackson County in accordance with Chapter 35B of the Code of Iowa; assists Veteran's and/or their eligible dependents in securing local, state, and federal benefits resulting from eligible service in the United States Armed Forces; provides outreach services to Veterans and serves as a Veteran advocate in the community.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

*This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this position. The incumbent may perform other related duties as required or directed to meet the ongoing needs of the organization.*

The functions listed here are job duties that an employee must be able to perform, with or without reasonable accommodation. They are the tasks which are considered to be fundamental, critical, primary and necessary for this position and are not limited to but will include:

Assist all residents of the County who served in the armed forces of the United States and their relatives, beneficiaries, and dependents in receiving from the state or federal government any and all compensation, pensions, hospitalization, insurance, education, employment pay and gratuities, loan guarantees, or any other aid or benefit to which they may be entitled under any state or federal law including providing emergency assistance to honorably discharged veterans and their dependents.

Assist veterans and/or their dependents with applications for federal benefits including explaining procedures, researching and obtaining proper documentation, filling out extensive forms, and conducts follow-up as necessary. Collect and compile case data for scheduled appointments; document intake and written notice of decision, and prepare reports as may be necessary.

Interview veterans and/or their dependents to determine eligibility for veteran welfare assistance and/or makes referrals to other appropriate agencies. Verify information by contacting landlords, utility companies, to assist the client in paying bills and working out payment plans.

Inform members of the armed forces, veterans, and their dependents of all federal, state and local laws enacted for their benefit.

Keep abreast of law changes and federal regulations relating to veteran's affairs and interprets rules and regulations to identify proper procedures.

Maintain appropriate records, files, data and documentation for clients, federal requirements and the Commission of Veteran's Affairs.

Maintain record system, containing every person having a military service record and buried in Jackson County, conforming to the directives of the Iowa Department of Veterans Affairs.

Work with outside agencies providing outreach designed to coordinate events which educate and develop awareness of available benefits to veterans. Interact and serve as a liaison to various veteran service organizations, hospitals and governmental agencies to identify veterans' needs and research needed documentation to complete paperwork to obtain service. Provide education to veteran organizations, churches, nursing homes, agencies, etc. regarding veteran benefits. Develop and deliver presentations as requested. Prepare information for public dissemination.

Assist the Commission with budget preparation; monitor annual departmental budget. Prepare monthly, quarterly, annual and budgetary reports for the Commission of Veteran's Affairs meeting federal requirements and County budget deadlines.

Provide input and assist the Commission in reviewing and updating of Jackson County Veteran's Affairs Policy Guidelines.

Prepare Veterans Affairs Commission monthly meeting agenda. Keep the commission abreast of all current information related to veteran's benefit programs, policies and requests for assistance from veterans, and their families. Prepare monthly commission meeting minutes and submit to the Board of Supervisors for acceptance and placement on file.

#### Knowledge, Skills, and Abilities:

The requirements listed below are representative of the knowledge, skill and/or ability required to perform the essential duties:

- Basic philosophy and principles underlying Veteran benefits and related legislation.
- Federal, State and County statutes pertaining to Veteran benefits.
- Various resources available in the local community, state, and federally to assist Veterans.
- Techniques of interviewing, including accurately collecting, evaluating, verifying and recording information.
- Work independently under limited supervision.
- Make autonomous decisions regarding qualifying and disqualifying applicants for assistance, budget, and day-to-day operations.
- Learn, apply, and articulate Veterans Affairs Commission Policies and Procedures.
- Maintain confidentiality and security of information as appropriate.

- Represent Jackson County and perform duties in a professional, responsible, and trustworthy manner.
- Follow Code of Ethics of the National Association of County Veterans Service Officers.
- Establish and maintain effective working relationships with co-workers, clients, and other social service agencies, and members of the general public.

#### Physical Demands:

- Sitting/Standing: Remaining in the seated position or on one's feet in an upright position for long periods of time.
- Walking: Frequently.
- Lifting: Occasionally raising or lowering an object from one level to another (includes upward pulling) up to 50 lbs.
- Carrying: Occasionally transporting an object, usually holding it in the hands or arms, or on the shoulder.
- Dexterity/Handling: Frequently seizing, holding, grasping, turning, picking, pinching, or otherwise working with hand, hands, or fingers (e.g. operating a computer and other office machinery, preparing written materials for public distribution).
- Talking: Frequently expressing or exchanging ideas by means of the spoken word to impart oral information to others, including members of the public, and to convey detailed spoken instructions to others accurately. Public speaking to groups.
- Hearing: Frequently communicating with others, including members of the public. Must be able to interpret questions and exchange accurate information in these situations.
- Vision: The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; viewing a computer terminal; extensive reading; and determining the accuracy, neatness, and thoroughness of the work assigned.

#### Working Conditions:

Incumbent mainly works indoors in an office setting; limited exposure to varied outdoor weather conditions may occur. Visits to nursing homes and residences are sometimes required to interview veteran clients that are homebound.

#### **MATERIALS AND EQUIPMENT**

Must have proficient computer skills, including proficiency in use of standard Microsoft Office programs including Excel, Word and Outlook, telephone, copy machine and all other standard office equipment. Must have the ability to become proficient in the use of software customized for the department.

## **MINIMUM EDUCATION, TRAINING AND EXPERIENCE**

Must be 18 years of age and have either a High School Diploma, general education degree (GED) or (HiSET) High School Equivalency Test certificate. Minimum of three (3) years required, five (5) years preferred, applicable work experience providing emergency assistance to wartime Veteran's and their dependents; education and/or knowledge of federal guidelines to assist all residents of the County who served in the armed forces of the United States and their relatives, beneficiaries, and dependents in receiving aid or benefit to which they may be entitled under any law.

Incumbents whom are an honorably discharged Veteran who served in the military or naval forces of the United States during active war-time may fill the position of Executive Director per Chapter 35B.6 Code of Iowa. Position will be considered that of Administrator for non-Veteran incumbents.

Must possess accreditation by the National Association of County Veteran Service Officers, or complete course of certification training to obtain accreditation within one year of hire, and shall satisfy the continuing education requirements established by the National Association of County Veteran Service Officers and the State of Iowa.

Must possess a valid state driver's license and maintain insurability under county liability coverage.

## **SUPPLEMENTAL INFORMATION**

Works with: Various County departments, outside agencies, and Commission of Veterans Affairs.

Work flexible schedule to include nights, weekends, or holidays for meetings, speaking engagements or appointments.

Some travel including overnight and out of state will be required.