

**BLACK HAWK COUNTY – EOE/AA**  
Job Description  
**Intake Officer – General Relief**  
Full Time 1<sup>st</sup> Shift

**Position #:** 80-01-152-01  
**Job Title:** Intake Officer – General Relief  
**Department:** Veteran Affairs  
**Pay Grade:** 011/GS-11 \$18.11/hr - \$22.61/hr  
**FLSA Status:** Non-Exempt

**BASIC FUNCTIONS AND RESPONSIBILITIES:**

Under general supervision, performs work of average difficulty by interviewing and gathering data from Veterans, to aid those eligible for assistance in accordance with Iowa Code Chapter 35B. This position is responsible for reviewing applications for assistance, determining eligibility to receive general assistance and providing referrals to other community resources.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.
- Interviews veterans and their dependents to determine their needs, relief eligibility, and type of assistance available; assists veterans in preparation of required forms, records and reports primarily for State benefits and local assistance programs; may include conducting house visits to obtain required documentation.
- Compiles records and evaluates veteran personal, financial and medical data to verify completeness and accuracy for claim processing and to determine eligibility status; may communicate with social workers and medical professionals to obtain required documentation.
- Networks with other agencies to gather and evaluate programs and services to aid veterans in obtaining assistance that is not provided by the Veterans Affairs Office; coordinates referrals to other agencies.
- Computes and authorizes amounts of assistance for programs such as burial, dental, eye glasses, food, medication, shelter, transportation or utilities per Iowa Code Chapter 35B.
- Monitors pending applications for assistance, open claims, and payment of benefits to veterans.
- Refers to laws, regulations, rights, court decisions and administrative codes to ensure adequate knowledge of benefits, and clarifies information for veterans.
- Assists veterans to understand a denied benefit, submit a request for appeal, and waive or reduce debt owed to the Federal VA or US Treasury.
- Maintains spreadsheets and drafts written correspondence, including grave logs and widow letters.
- Processes weekly invoices, prepares and maintains monthly commission meeting agenda and minutes.
- Updates webpage and social media page.
- May serve as a backup to the Service Officer by assisting veterans with filing for Federal benefits, may serve as a back up to the Office Specialist.
- Other duties as assigned.

**SUPERVISION RECEIVED:**

- Administrative supervision is received from the Veteran Affairs Director or other designated official. Functional supervision may be received by the Veteran Service Officer.

**SUPERVISION EXERCISED:**

- No functional or administrative supervision is exercised.

**QUALIFICATIONS:**

- Associate's Degree (AA) or two years related training; or equivalent combination of education and experience.
- One to three years of experience in welfare or social service activities and working with the general public required; or equivalent combination of training and experience which provides the required knowledge, skills and abilities.
- Experience with bookkeeping and medical terminology preferred.
- Must be proficient in computer software applications and be able to navigate the web/update social media site
- Must obtain NACVSO accreditation within twelve months and must maintain accreditation through CEU's.
- General knowledge of and ability to utilize interviewing techniques.
- General knowledge of and ability to utilize research and investigation techniques.
- Ability to write routine reports and correspondence.

- Ability to speak effectively one-on-one, before a group, to the public and over the telephone.
- Ability to accurately operate electronic word/data processing equipment and conventional office equipment.
- Ability to establish and maintain a record keeping system.
- Ability to collect and compare statistical data for reports.
- Ability to follow detailed procedures.
- Ability to make minor administrative decisions in the absence of stated policies and procedures.
- Excellent written and verbal communication skills are required.
- Must be able to establish and maintain good working relationships with Veterans, co-workers, outside agencies, and the general public.

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS.**

The work environment and physical demand characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Refer to the “Essential and Marginal Function Analysis” statement for a complete description of essential functions and functional requirements.

- Position is sedentary involving sitting most of the time, walking/standing is required occasionally and work is typically performed indoors in an office setting not exposed to adverse environmental conditions.
- Position requires frequent use of office equipment such as computers, copiers, fax machines, telephones.
- Position requires frequent use of hand, fingers, arms and near vision.
- Position requires substantial interaction/communication with other employees as well as the general public and department affiliates.