



Veterans Affairs Assistant

Department: Military Affairs

Revised: August 11, 2025

DESCRIPTION

This position assists with the administration of the County Veterans Affairs program. Areas of responsibility include providing advice, assistance and counseling to veterans and/or families concerning veterans benefits, entitlements and services, and servicing as an advocate for veterans, both individually and collectively, assuring that all benefit and entitlements due them are received in accordance with Federal, State, and County laws, policies and regulations. Position reports directly to the Director of Veterans Affairs.

SPECIFIC DUTIES

- Become thoroughly knowledgeable with the regulations and government forms pertaining to Veteran benefits. Locates information, obtains appropriate forms and relays information on benefits, either verbally or in writing, to veterans, and/or families and Veteran organizations.
- Assists veterans, widows or dependents in providing information, completing forms and documents when applying for benefits.
- Completes and submits health care benefit claims.
- Assists clients in applying for military license plates, replacement medals, military headstone and/or plaques and life insurance applications.
- Inquiries on claims status after submission with regional office.
- Handles DD-214 upgrades, corrections, and replacement request.
- Attends trainings and conferences when needed.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

WORKING CONDITIONS

- Individual works in normal office surroundings. Some fieldwork required with light lifting.

JOB REQUIREMENTS

- Fully qualified requirements include an Associate Degree in a related field with one (1) year of related experience. Veteran status preferred.
- Knowledge of federal and state policies and procedures, and regulations pertaining to the various Veterans service programs.

- Knowledge of resources available for assistance to veterans, widows of veterans, dependent parents of veterans, and children of veterans.
- Ability to exercise judgment and discretion in applying and interpreting federal and state policies relating to veterans and departmental guidelines.
- Ability to complete certification process.
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain effective working relationships.
- Must maintain confidentiality of veteran's files, records, veteran's status and disabilities in accordance with FOIA and HIPPA regulations.
- Proficient in Microsoft products: Word, Excel, etc.
- Possession of a valid Pennsylvania driver's license.
- Ability to pass pre-employment background check and drug screening, as required by Lycoming County.
- Must pass federal background check to meet the screening requirements to be granted access to VA records.

Company Description

County of Lycoming is a county in the U.S. Commonwealth of Pennsylvania and comprises the Williamsport Metropolitan Area. Lycoming is Pennsylvania's largest county by area and is a great place to live and work, offering outdoor adventures, history and culture, and sporting events.

Providing quality customer service to our citizens, business owners and visitors is County of Lycoming's top priority and that starts with our employees.

We offer an award-winning comprehensive benefits package, including generous paid holidays and vacation, a deferred benefit retirement plan, deferred compensation retirement plan availability, affordable medical and dental coverage, innovative wellness programs, extensive professional development opportunities, and more.

County of Lycoming is an Equal Opportunity Employer

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