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To: Livingston County Board of Commissioners

From: Mary Durst, Veterans Services Director

Date: 1/26/2021

Subject: Benefits Counselor Restructuring

I am respectfully requesting a restructure of our Benefits Counselor Position. The proposed restructure will separate the Claims and Relief positions with separate job descriptions and requirements for each.

Pay tiers are being requested as well. The lower tier will offer service-minded individuals a chance to hire in at an entry level position and learn on the job while offsetting the initial cost of training and accreditation. The highest tier will retain and reward high achieving employees.

The intent of this restructure is to continue to attract and retain top quality applicants and preserve institutional knowledge by reducing employee turnover; subsequently saving taxpayer money while providing a consistently high level of service to our veterans. Please feel free to reach out to me if you have any further questions. Thank you for your consideration in this matter.