

MILITARY FUNERAL HONORS PROGRAM COORDINATOR

Position Summary

Under the limited progressing to general supervision of the Military Funeral Honors Program (MFHP) Supervisor, this position serves as a statewide coordinator for military funeral honors services and provides military funeral honors as part of a specialized team for the MFHP. This includes coordinating requests for MFH support from veterans' families, funeral directors, veterans' organizations, or the military Casualty Assistance Centers (CACs). It also coordinates support between the MFH teams and maintains the appropriate documentation concerning honors supported.

The standard funeral honors ceremony to be performed includes rifle volleys, sounding of Taps, folding of the U.S. Flag and presentation of the flag to the spouse or a family member. This position may function as a team leader when required. It also provides direction and training to military or veteran's service organizations' personnel who may assist with providing honors. Ceremonies are performed in a public environment, which requires professional appearance and performance at all times.

Time% Goals and Worker Activities

40% A. Coordination of Military Funeral Honors Support for Deceased Wisconsin Veterans

- A1. Review discharge documentation and make determinations regarding a veteran's eligibility to receive military funeral honors, use the Veterans Benefit Application and Tracking System (VBATS) to research eligibility when necessary.
- A2. Address individual issues from veterans and others regarding the availability of honors based on eligibility requirements.
- A3. Note questions, suggestions and complaints offered by individuals/organizations regarding funeral honors and relay these to the supervisor for appropriate responses.
- A4. Process and track funeral honors requests using the Honors Coordination System to ensure appropriate funeral honors benefit administration, report outcome to requestors.

35% B. Communications

- B1. Contact Veteran Service Organizations (VSOs), Military Service Components or CACs, and the Wisconsin Army National Guard, to acquire assistance with providing personnel to perform honors.
- B2. Contact/receive calls from state funeral directors, CACs, VSOs, veterans and veterans' families; provide assistance as needed.
- B3. Contact VSOs in person, by phone, fax, email or mail on a regular basis to coordinate services, provide information, to obtain suggestions and address any program related issues.

15% C. Performance of military funeral honors ceremonies for deceased Wisconsin Veterans

- C1. Perform military funeral honors ceremonies in uniform as a member of a highly specialized team, serving as a pallbearer when necessary.
- C2. Act as cemetery service coordinator for both veteran and spouse committal services as necessary.
- C3. When assigned, function as team leader for specified funeral honor ceremonies.

- C4. Organize work and coordinate workflow when acting as team leader.
- C5. Provide direction and coordination to augment personnel in the conduct of military funeral honors ceremonies.
- C6. Review work for accuracy, adequacy, and conformance with standard operating procedures.
- C7. Maintain equipment and supplies in operational condition and ensure security and accountability for the MFHP weapons at all times.

10% D. Provision of Program Support for the MFHP

- D1. Ensure incoming and outgoing mail/e-mail is promptly and properly replied to or distributed.
- D2. Screen incoming correspondence, publications, regulations and directives that may affect the program and bring to the attention of the Program Supervisor or Bureau Director.
- D3. Ensure MFH contact lists for CACs, VSOs and the MFH Teams are updated and maintained as needed.
- D4. Conduct reconciliations on stipend payments made to veterans organizations and manage associated records and documentation.
- D5. Maintain and update electronic and hard copy files concerning the MFHP.
- D6. Organize office procedures and communicate administrative and procedural information to the MFHP personnel in the most appropriate manner.
- D7. Review office systems and equipment, make improvements and recommendations as needed.
- D8. Prepare for and conduct funeral honors training sessions for military units and veteran's service organizations to ensure they meet the standard policies, procedures and protocol when conducting honors.
- D9. Conduct research, compile data and prepare monthly and special reports, briefing papers and develop recommendations for presentation.
- D10. Perform other duties as assigned by supervisor in support of the MFH Program or Veterans Cemeteries.

Knowledge, Skills, and Abilities

1. Knowledge of modern office practices, procedures and equipment
2. Knowledge of the principles and practices of office organization and management
3. Knowledge of military organizations
4. Knowledge of military drill and ceremony protocol and procedures
5. Knowledge of military funeral honors protocol and procedures
6. Skill in verbal and written communication
7. Skill in computers, including the use of word processing, spreadsheet, and email software (e.g., Microsoft Word, Excel, and Outlook)
8. Ability to function in a high stress environment involving multi-requirements
9. Ability to communicate with active and reserve military services, veterans service organizations, funeral directors and the general public
10. Ability to establish time management procedures
11. Ability to explain work to be performed, equipment utilization techniques and proper sequencing of ceremonies
12. Ability to fold a burial flag and perform rifle drill
13. Ability to follow safety and security measures
14. Ability to act as a member of a casket pall bearing team, which includes lifting, carrying, and setting down up to 50 pounds
15. Ability to manage a team and maintain a military atmosphere
16. Ability to prepare and conduct training programs
17. Ability to present verbal and written reports
18. Ability to stand at parade rest or attention for up to one hour
19. Ability to meet performance expectations as outlined in annual performance review process and/or strategic initiatives

Special Requirements

It is required that a person with military experience (i.e., any branch of the military service including National Guard, Reserves and Coast Guard) or any veteran with other than a dishonorable discharge be appointed to this position as required in Title 10, United States Code, Section 772 and the specific regulations of the individual armed forces that allow only members and former members of the armed forces to wear the military uniform.

- Occasional travel in Wisconsin with some non-standard work hours will be required.
- Ability to pass a background investigation prior to appointment, indicating no unpardoned adult felony convictions and no conviction for a misdemeanor crime of domestic violence