

VETERANS SERVICE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: The work involves assisting veterans, active and reserve service members, and their dependents and survivors by performing counseling duties and aiding clients in obtaining benefits to which they are entitled under Federal, State and local laws. The incumbent is also responsible for assisting veterans in the preparation and processing of claims, as well as maintaining liaison with public and private agencies which provide benefits for veterans. The work is performed under the general direction of the Director of Veterans Services. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews veterans or dependents through personal interviews, telephone conversations and correspondence to obtain a comprehensive case history in order that benefit eligibility can be determined;

Advises veterans, veteran survivors and their dependents of their rights under military service benefits acts and other relevant legislation;

Prepares and processes claims, applications, and appeals for pensions, compensation, medical treatment and other service benefits;

Procures documentation required for validation of claims, and follows up on claims to assure prompt action;

Maintains case files for veterans and their dependents.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of Federal, State and local laws governing veterans benefits and services;

Good knowledge of basic interviewing and counseling techniques;

Working knowledge of forms, methods and procedures necessary for the processing of veterans benefit claims;

Working knowledge of programs and activities of other agencies rendering services to veterans;

Ability to interpret regulations and other information related to veterans benefits;

Ability to tactfully conduct interviews of a personal nature;

Ability to prepare a variety of claim forms;

Ability to analyze the merits of complex claims;

Ability to prepare and maintain a variety of reports;

Ability to communicate effectively both orally and in writing;

Ability to establish and maintain effective working relationships with others;

Ability to understand and empathize with the needs and concerns of others;
Sensitivity,
Resourcefulness;
Tact.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience assisting individuals in resolving financial, employment or benefit claim problems.

SPECIAL REQUIREMENT: Must be an honorably discharged veteran who served in the active armed forces of the United States during a period of wartime.