

VETERANS SERVICE OFFICER

GENERAL STATEMENT OF DUTIES: Counsels, advises and assists military service veterans, veterans survivors and their dependents in obtaining benefits provided for them by county, state and federal laws as supervisor of the county's Office of Veterans Affairs; does related work as required.

SUPERVISION RECEIVED: Works under the general supervision of the Board of County Commissioners, who outline policy and procedures by means of occasional conferences.

SUPERVISION EXERCISED: Exercises full supervision over a secretarial assistant, volunteer workers and service officers of veterans organizations.

EXAMPLES OF PRINCIPAL DUTIES: An employee in this classification will perform any or all of the following duties. However, these examples do not include all the specific tasks which an employee may be expected to perform.

1. Advises veterans, veterans survivors and their dependents of their rights under military service benefits acts and other relevant legislation.
2. Investigates and conducts interviews with veterans and their dependents to obtain a comprehensive case history in order that eligibility for aid can be determined.
3. Assists veterans and dependents in the office and the offices of other public agencies in the preparation and follow-up of applications for state and federal benefits including home loans.
4. Reviews and files claims for veteran benefits.
5. Develops and maintains close liaison with other veteran service agencies.
6. Conducts a public relations program to disseminate general information regarding veterans benefits by means of radio broadcasts, newspaper releases and speaking engagements before interested groups.
7. Prepares departmental budget and formulates office procedure.

8. Trains and supervises volunteer workers and service officers.

RECRUITING REQUIREMENTS

KNOWLEDGE, SKILL AND ABILITY: Knowledge of current federal and state legislation relating to benefits for military service veterans and their dependents; knowledge of programs and activities of other agencies rendering services to veterans; some knowledge of the legal documents and processes necessary to substantiate benefit claims; ability to tactfully conduct interviews of a personal nature with veterans and their families as a means of obtaining accurate and complete information; ability to establish and maintain satisfactory relationships with veterans, veteran groups and government agencies; ability to write complete and accurate reports and make specific recommendations.

EXPERIENCE AND TRAINING: Four years experience in general office work and dealing with the public; and graduation from a senior high school; or any equivalent combination of experience and training.