

DEPARTMENT: VETERANS SERVICE AGENCY
CLASSIFICATION: NON-COMPETITIVE
APPROVED: MARCH 29, 2012

VETERANS' SERVICE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: Counsels veterans and processes applications for securing benefits for veterans and their dependents. Works under the supervision of the Veterans' Service Director who reviews work for effectiveness and compliance with laws and procedures. May supervise support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Counsels veterans, service members and their dependents with respect to Federal, State and County benefits;
2. Obtains information from applicants and applies processing procedures which include securing support documents, completing applications and submitting such paperwork to the appropriate government agency involved, as prescribed by law;
3. Initiates follow-up procedures with other agencies as it pertains to status on veterans claims-in-process;
4. Coordinates with other County agencies, private and public organizations and individuals concerning benefits eligibility involving social security, welfare or other social programs;
5. Reviews claims of veterans and assists in developing claim appeals as necessary;
6. When available, attends funerals and presents burial flag to next of kin, advises family members on death and burial benefits;
7. Gives presentations before various veterans and civic organizations, attends national, state and local meetings and conferences on veterans affairs;
8. Attends department of Veterans Affairs meetings at the regional office in Buffalo or as scheduled at one of the VA hospitals in New York State;
9. Assists in performing various administrative tasks including compiling monthly reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of basic concepts of veterans' benefits and issues; ability to operate computerized equipment and software programs; ability to communicate proficiently both orally and in writing; ability to work independently and employ good judgment; initiative and resourcefulness; tact; confidentiality; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **and** two (2) years experience in counseling and assisting persons with legal, financial or job related issues.

SPECIAL REQUIREMENT:

1. Candidates must have been a veteran of war and served during one of the following times:

December 7, 1941 to December 31, 1946

June 27, 1950 to January 31, 1955

December 22, 1961 to May 7, 1975

*June 1, 1983 to December 1, 1987 - Lebanon

*October 23, 1983 to November 21, 1983 - Grenada

*December 20, 1989 to January 31, 1990 - Panama

August 2, 1990 to end of hostilities (not yet determined) - Persian Gulf

U. S. Public Health Service:

July 29, 1945 to September 2, 1945

June 26, 1950 to July 3, 1952;

* Veterans who served in Lebanon, Grenada, or Panama must have received the Armed Forces Expeditionary Medal.

2. Within one (1) year of appointment, incumbent must become accredited through the Department of Veteran's Affairs with one of the major veteran organizations (i.e. American Legion, VFW, DAV, etc.).