

JOB CLASS: Veteran Service Officer

JOB CODE:

FUNCTIONAL TITLE: Veteran Service Officer

REPORTS TO: Board of Commissioners

FLSA STATUS: Exempt-Administrative

APPROVED BY:

DATE: 9-17-97

PRIMARY PURPOSE:

Under administrative direction, advises and aids veterans or dependents in presenting disability, insurance, or pension claims for benefits under applicable laws.

ESSENTIAL FUNCTIONS: (Fundamental Job Duties)

1. File monthly reports of activity with County Board and Veterans Administration
2. Assist veterans in filing forms for hospitalization.
3. Assist widows in filing claims for death benefits from veteran husband.
4. Notify Veterans Administration in the event of death of veteran or dependent.
5. Obtains claimant's power of attorney.
6. Prepares claim forms and briefs and assembles pertinent evidence.
7. Attend spring & fall training sessions
8. Reviews government board decision for grounds for appeal.
9. Advises veteran on insurance, vocational, and other matters, working in cooperation with Veterans Administration and other agencies.
10. Visit veterans in Nursing Homes & hospitals to assist with claims

The above statements are intended to describe the general nature and level of work performed by people assigned to this job classification. They are not intended to be an exhaustive list of all skills, effort, responsibilities, and working conditions required of people assigned to this job classification.

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SKILL

EDUCATION:

Equivalent to high school graduate. Requires computer knowledge as major portion of information pertaining to the position is contained in computer programs. A valid state driver's license.

EXPERIENCE:

One or more years of job-related experience such as the supervision and coordination of benefit programs.

COMPLEXITY:

This job requires a relationship between the incumbent, the veteran and his/her dependents and the Veterans Administration which is most characterized by: making sure all claim related material is presented to the Veterans Administration on a timely basis.

EFFORT

MENTAL DEMANDS:

The reasoning demands in this job or most characterized by: applying principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusion; interpreting an extensive variety of technical instructions in mathematical or diagrammatic form; dealing with several abstracts and concrete variables.

PHYSICAL DEMANDS:

The physical demands in this job are most characterized by: Driving motor vehicle to site of clients, walking, climbing, ascending or descending stairs, seeing, acuity, depth perception, three dimensional vision. The ability to judge distance and space relationships so as to see objects where and as they actually are, sitting on a regular basis in office, eye/hand coordination to operate job-related equipment such as PC, related software, and calculator, hearing - perceiving the nature of sounds by ear, reaching - extending the hands and arms in any direction.

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RESPONSIBILITY

DECISION MAKING:

Functional responsibility is to secure benefits for veterans and their dependents. Accuracy of benefit administration is important to avoid adverse relationships with veterans and dependents. Work is checked at other steps in the benefits administration process. Administers a Veteran Service Officer budget.

CONTACTS:

Requires frequent contacts with the Veterans Administration officials, Social Security Administration and veterans and dependents to provide counsel on benefits.

SUPERVISION OF OTHERS:

Responsible for own work. May assign/check work of an administrative office support person.

SUPERVISION RECEIVED:

Receives administrative direction. Develops objectives for area(s) of responsibilities. Establishes major administrative unit or departmental policies and procedures and performance standards. Accountable for department or unit end results. Almost total position autonomy. Exempt employee (such as an executive) under the provisions of FLSA.

WORKING CONDITIONS

ENVIRONMENT:

Works inside under usual office conditions on a regular basis. Exposed to outside elements such as cold, heat, snow, and ice on occasion.

HAZARDS/STRESS:

Stressors include frequent deadlines and scheduling, and regular work pace changes; angry or disturbed clients on occasion.