

## Veteran Service Officer

**GENERAL STATEMENT OF DUTIES:** Performs professional duties as it relates to assisting veterans obtain benefits and services. Advocates for and assists veterans in VA claims process; identifying additional needs and coordinates with appropriate agencies to for assistance. Works under the direction of Director or their designee.

### **STATEMENT OF TASKS:**

Conducts interviews and evaluates veterans and dependents to determine their needs and qualifications for various benefits and programs;

Prepares and submits claims, processes appeals as per federal and states statutes on behalf of veterans and/or their dependents;

Reviews medical documents to determine claim or appeal action to the Department of Veterans Affairs, state or local agencies on behalf of the veteran or dependent;

Work with appropriate agencies in order to secure documents to properly submit claims for veteran or dependents;

Monitors changes in VA regulations and applicable legislation to ensure the accurate delivery of benefits and services;

Responsible for writing and maintaining accurate and detailed documentation of all case-related activity and ensuring it is uploaded to veterans file;

Prepares all required documentation and uses appropriate citing from the Code of Federal Regulations Title 38;

Ensures Privacy Act Laws and adheres to with regard to personnel and client files;

Engage with the veterans services organizations within the community to include representing Veterans Services at events outside the office;

Speak on behalf of Veterans Services at veteran groups and public events on benefits and programs available to our veteran population;

Prepare and maintain accurate records and reports as assigned.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledgeable in the Department of Veterans Affairs claims processing;

Knowledgeable in state, federal and county laws relating to veterans and veterans programs;

Knowledge of local veteran groups, community agencies and resources;

Knowledge of standard office equipment and software as well as claims software;

Ability to communicate effectively to a wide variety of individuals and groups;

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES (CONTINUED)**

Ability to exercise sound judgment and decision making in accordance with policies and procedures;  
Ability to exercise judgment in addressing inquiries in a courteous and professional demeanor;  
Ability to show compassion and be receptive to the needs of veterans and dependents;  
Ability to research and problem solve independently;  
Ability to attend work regularly and work under stressful conditions.

**MINIMUM QUALIFICATIONS:**

Bachelor's degree **AND** one (1) year experience filing claims to the Veterans Benefits Administration as an accredited representative **AND** Must have PIV card access or obtain such within six (6) months of employment.

-OR-

Associates degree hours **AND** three (3) years' experience filing claims to the Veterans Benefits Administration as an accredited representative **AND** Must have PIV card access or obtain such within six (6) months of employment.

-OR-

Five (5) years' experience providing services and/or counseling to veterans **AND** become an accredited representative to file claims with the Veterans Benefits Administration within 12 months of employment **AND** must have PIV card access or obtain such within six (6) months of employment.

Veterans Affairs or State Veterans Affairs experience preferred.

**SPECIAL REQUIREMENTS:**

Must be willing to work irregular hours, evening, holidays and weekends.  
Valid Michigan Driver's License  
Have reliable transportation

  
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Human Resources Director

Established: February 27, 2019  
Revised: October 30, 2019  
Revised: February 4, 2020