

VETERANS SERVICE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting the Director of the Veterans Service Agency with providing services to the veterans and families of veterans in the County. The work is carried out in accordance with well-established procedures under the authority of Article 17, Sections 357,358, and 359 of the New York State Executive Law, as well as local operating procedures as established by the County Director, and involves counseling veterans, widows and children of deceased veterans regarding benefits to which they are entitled, assisting them to file claims for benefits, and publicizing the entire program of the Agency. Work is performed under the direct supervision of the Director of the Veterans Service Agency, with some leeway allowed for the exercise of independent judgment in scheduling and arranging details of work to accomplish assigned duties. A Veterans Service Officer does related work as required.

TYPICAL WORK ACTIVITIES:

- Advises veterans, veterans' widows, their dependents and beneficiaries regarding various benefits provided by law;
- Assists claimants with the completion of forms;
- Processes claims for benefits such as pensions, service connected disability compensation, dependency compensation, medical care, educational assistance, nursing home pensions for both veteran and dependents;
- Secures information and documentation necessary for proper presentation of claims;
- Establish and maintains a variety of case records and files including written and electronic records and files on all clients and client contacts;
- Compose and types routine correspondence related to benefits and claims processing;
- Stay abreast of changes in laws, regulations, medical practices that pertain to veteran and military benefits.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Demonstrate a high level of reasoning skills in dealing with complex issues and ideas; through knowledge of accepted interview and counseling techniques and practices; good communication skills, including the ability to express ideas clearly and effectively both orally and in writing; ability to read, interpret and practically apply complex text and ideas such as but not limited to; Federal, State, and Local laws pertaining to veterans' rights and benefits, claims adjudication procedures and VA medical regulations and procedures, military regulations and records, medical and psychiatric records, text and opinion; ability to use computer technology; ability to take appropriate actions that have considerable impact on the health, safety, and well-being of clients; ability to interact appropriately with clients demonstrating a polite, tactful, confidential, and compassionate manner; ability to establish and maintain good public relations; willingness to accept responsibility; resourcefulness; physical condition sufficient to perform the essential functions.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- A. Two years experience examining and processing claims for benefits under a program with established criteria;

OR

- B. Two years of general clerical experience involving substantial public contact.

NOTE: Study in a regionally accredited college, university or business school or one registered by New York State may be substituted for the experience on a year for year basis.

Equivalent military training/experience may be used.

SPECIAL REQUIREMENTS

1. United States Armed Services veteran with an Honorable discharge as a United States Armed Services War Veteran, as defined by New York State Military Law.
2. Must obtain Accreditation by the U.S. Department of Veterans Affairs within one year of appointment.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 5/21/09