

JOB TITLE: Veterans Service Officer

VS/1

DEPARTMENT: Veterans Service, Rutherford County

JOB SUMMARY: This position is responsible for assisting veterans and dependents of veterans with the filing and processing of benefits claims.

MAJOR DUTIES:

- o Completes and files disability pension claims for veterans.
- o Completes and files service connected claims for veterans.
- o Completes and files widow pension claims.
- o Completes and files dependency and indemnity compensation claims.
- o Orders military government markers.
- o Completes and files burial benefits.
- o Orders certificates of eligibility for home loans.
- o Orders military medals.
- o Receives applications for North Carolina Veteran Scholarships.
- o Reopens service connected claims for higher ratings.
- o Orders life time hunting and fishing licenses.
- o Orders disabled car tags.
- o Schedules appointments at VAMC Asheville, NC.
- o Schedules appointments for veterans' counselor.
- o Sorts, distributes, and files mail.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of state and federal laws and regulations relevant to the Veterans Service office.

- o Knowledge of county and department policies and procedures.
- o Knowledge of Veterans Administration regulations.
- o Knowledge of Veterans Administration medical center procedures.
- o Skill in organization.
- o Skill in planning and prioritizing work.
- o Skill in operating standard office equipment.
- o Skill in dealing with the public.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The county manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include Veterans Administration rules and regulations, and county and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of varied administrative and management duties related to the Veterans Service office. The need for accuracy and attention to detail contributes to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to assist veterans and dependents of veterans with filing benefit claims. Successful performance in this position helps ensure that veterans and dependents of veterans receive all appropriate benefits.

PERSONAL CONTACTS: Contacts are typically with counselors, doctors and hospital personnel, attorneys, representatives of the Red Cross, Veterans Administration and Social Security officials, veterans and veterans' dependents, other county employees, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, provide services, and justify or defend matters.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table, standing, or stooping. The employee occasionally lifts light objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over Secretary (1).

MINIMUM QUALIFICATIONS:

- o Knowledge and level of competency commonly associated with the completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.
- o Possession of or ability to readily obtain a valid driver's license issued by the State of North Carolina for the type of vehicle or equipment operated.