

GENESEE COUNTY

VETERANS SERVICE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting the Director of Veterans Services with the activities of the Veterans Service Agency. The incumbent counsels veterans and processes applications for securing benefits for veterans and their families. The incumbent works under the supervision of the Director of Veterans Services who reviews work for effectiveness and compliance with laws and procedures. May supervise support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Counsels veterans, service members and their dependents with respect to Federal, State and County benefits by all types of communication, in person, phone, email and fax;
- Interviews veterans and their families explaining rights and benefits under Federal, State and local rules and regulations;
- 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 and regulations;
- Coordinates with the Veterans Director in order to make contact with other County agencies, private and public organizations and individuals concerning benefits eligibility involving Social Security, public assistance or other social programs;
- Utilizes Veterans Information Management System database in preparation of veterans' claims;
- Gives presentations before various veteran and civic organizations, attends national, state and local meetings and conferences on veterans affairs;
- Initiates follow-up procedures with other agencies as it pertains to status on a veteran's claims-in-process;
- Reviews claims of veterans and assists in developing claims appeals as necessary;
- When available, attends funerals and presents burial flag to next of kin, advises family members on death and burial benefits;
- Attends Department of Veteran Affairs meetings as required;
- Assists in performing various administrative tasks including but not limited to compiling month reports;
- Attends required training to maintain accreditation and to stay current on Federal, State and Local Veteran Benefit Laws.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of Federal, State and local laws, rules and regulations related to veterans benefits and services; Working knowledge of forms, methods, procedures and records necessary for the processing of veterans benefit claims; Working knowledge of governmental structure and resources on the Federal, State and local level;

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Cont'd

Ability to communicate effectively both orally and in writing; Ability to establish and maintain effective working relationships with others; Ability to understand and empathize with the needs and concerns of others; Ability to operate a personal computer and utilize common office software programs.

MINIMUM QUALIFICATIONS: Possession of an Associate's degree or higher **AND:**

- A. Fifteen (15) years of active military experience, of which five (5) years must have been in an officer or senior non-commissioned officer position. Five (5) years of applicable supervisory experience in a human service, public administration or similar position may be substituted for the five (5) years in a non-commissioned officer position, **OR**
- B. Minimum ten (10) years of active military experience plus five (5) years of management/supervisory experience outside of the military.

Special Requirements:

- a. Candidates must be honorably discharged from the Armed Services of the United States of America. Military Service must have been during a period of war*. Please submit a copy of DD-214 with the Civil Service application.
- b. Possession of a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrates their ability to meet the transportation needs of the job at the time of appointment.
- c. Employees must become accredited by the Department of Veterans Affairs as a Veterans Service Officer within the first year of employment and maintain re-accreditations in each subsequent year.
- d. Must take VA TRIPS training after first accreditation by the Department of Veterans Affairs in order to apply for a VA PIV Card.

*As required by Article 17 of the New York State Executive Law, Chapter 43 of the Laws of 1996.

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NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Non-Competitive Class