



WORKING TITLE: VETERANS' SERVICE OFFICER	CLASSIFICATION: VETERANS' CLAIM REP
DEPARTMENT: HEALTH & HUMAN SERVICES	DIVISION: VETERANS' SERVICES
PAY RANGE: OPEU 20	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIREMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: JUNE 2019

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Counsels, advises, and assists military service veterans and their dependents in obtaining benefits provided by county, state, and federal laws. Provides administrative assistance in sensitive or critical program areas for elected or appointed officials. The amount of time spent on clerical versus veteran's service officer duties varies during the cycle of the year and workload.

SUPERVISION RECEIVED:

Work is performed with considerable independent judgment under supervision HHS Administrative Services Manager and Lead Veterans Services Officer and is evaluated for effective and efficient operation of services provided to the public.

SUPERVISION EXERCISED:

None; however, may provide direction and guidance to office support staff as needed.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Advises Veterans, Veterans' survivors, and their dependents of their rights under Military Service Benefits Acts and other relevant legislation.
- Investigates and interviews Veterans and their dependents to obtain a comprehensive case history for determination of eligibility for aid and benefits.
- Assists Veterans and dependents both in and out of the veteran's office setting, as well as in the office of other public agencies in preparation and follow-up of applications for state and federal benefits, including home loans.
- Reviews and files claims for veteran's benefits.
- Develops and maintains close liaison with other veteran's service agencies.
- Speaks at veterans organizations, as requested.
- Provides a variety of administrative assistance to policy-making officials, and analysis of administrative concerns.
- Recommends and implements alternative policies, procedures, and courses of action; prepares or directs other in preparation of documents or informative materials.

JOB SPECIFICATION

KNOWLEDGE OF:

- Current federal and state legislation, programs, and rules relating to benefits for military service veterans and their dependents.
- Programs and activities of other agencies serving veterans.
- Legal documents and processes necessary to substantiate benefit claims.
- Board policies and procedures. Knowledge of the function of county government.
- Modern secretarial and general office procedures including English composition, spelling and grammar.

SKILL IN:

- Communicating effectively, both orally and in writing, in diverse situations.
- Conducting interviews.

ABILITY TO:

- Tactfully conduct interviews of a personal nature with veterans and their families to obtain accurate and complete information.
- Establish and maintain appropriate, professional relationships with veterans, veterans groups and governmental agencies.
- Write concise reports and make specific recommendations.
- Interact with the public in a pleasant, tactful, and courteous manner.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

Three years' experience in general office work equivalent to a Senior Office Specialist is required. College-level course work or training in public administration or related area may substitute for up to one year of experience. Any satisfactory equivalent combination of experience and training which ensures ability to perform the work may substitute for the above.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

May be subject to successful completion of a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Incumbent may encounter frequent interruptions throughout the work day.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds.

Contact with the public in office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.