

## **VETERANS' SERVICE OFFICER**

**JOB CODE:** 5140  
**LOCATION:** Tioga County Veterans' Service Office  
**CLASSIFICATION:** Competitive  
**SALARY:** CSEA - Grade VII  
**ADOPTED:** 10/91; Revised 1/97; 04/14, 01/20 Tioga Co. Personnel & Civil Service

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves assisting veterans and their dependents by performing counseling duties and aiding clients in obtaining benefits to which they are entitled under federal, state or local laws. The incumbent also performs various administrative support tasks as delegated and maintains office environment. The work is performed under the general supervision of the Director, Veterans' Service Agency with leeway provided for independent judgment in dealing with individual clients. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

- Advises veterans, veterans' widows, their dependents and beneficiaries regarding various benefits provided by law;
- Assists claimants with the completion of forms, and processes claims for benefits such as pensions, service-connected disabilities, dependency compensation, medical care, educational assistance and others;
- Contacts various state and Federal agencies relative to claims and benefit entitlements and secures information and documentation necessary for proper presentation of claims;
- Visits veterans, widows of veterans and dependent children or parents at home, in hospital or in extended care facilities to counsel and inform them of veterans' benefits;
- Attends and participates in conferences, seminars and meeting of veterans' organizations;
- Maintains a variety of case records, files, index systems and operational reports;
- Maintains and prepares office purchase orders and payroll reports;
- Processes incoming mail and provides general correspondence.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Working knowledge of Federal, state, and local laws and regulations pertinent to veterans' benefits; working knowledge of resource agencies available to veterans, their dependents and beneficiaries; good knowledge of the basic principles and practices of counseling; working knowledge of software programs within an office environment (i.e. Word, Outlook, Internet, etc.); ability to operate a personal computer to complete tasks; ability to read and interpret legislation and other materials related to veterans' benefits; ability to effectively advise and counsel agency clients; ability to analyze the merits of complex claims; ability to establish and maintain effective working relationships with others; ability to communicate effectively both orally and in writing; ability to maintain records and prepare reports and other documentation related to claims and benefit entitlements; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma and one (1) year of full-time experience or its part-time equivalent in providing assistance or counseling individuals regarding legal, financial, educational or employment matters in an office setting.

**SPECIAL REQUIREMENT:** At time of appointment, must be an honorably discharged veteran who served on an active duty basis, other than active duty for training purposes, during a time of war in which the United States was engaged.