



Veterans Services Officer II

Class code: 041

Employee Group: SEIU

FLSA: Non-Exempt

Salary Range: 15

I. Position Summary

Under general supervision, to interview, counsel and assist veterans and their dependents for the purpose of determining eligibility for benefits under federal or state laws or regulations; to provide technical assistance and advocacy for clients through the formal benefit claims and appeal processes; serve as a liaison between veterans and state and federal agencies and other resources; to provide technical assistance and oversight to other staff.

II. Distinguishing Features

The Veterans Services Officer II is the journey level in the series. Tasks are distinguished from those of the lower level in that the Veterans Services Officer II performs a full range of claims processing and is expected to use greater independent judgment in performance of day-to-day tasks. The Veterans Services Officer II provides on-going guidance and training to those in the lower level in the series.

III. Examples of Essential Position Duties

- Assists in leading, coordinating and prioritizing work activities of support staff; offers assistance as needed and determines best solution when problems arise; trains staff and ensures compliance with standards; interprets policies and procedures and assures compliance.
- Recommends procedures, policies, materials, forms, filings and other support systems for efficient and consistent claims processing.
- Researches, complies and summarizes information for a variety of reports or to address, resolve issues or problems; prepares information for inclusion into reports; provides project and program assistance as assigned, which includes coordination with other agencies.
- Interviews and counsels veterans and their dependents regarding available benefits under State and Federal programs; interprets and explains relevant legislation.
- Initiates claims process; assists veterans with completion of a wide variety of forms, both initial and subsequent.
- Provides technical assistance and advocates for clients through the benefit application process; monitors the status of the applications; keeps clients informed of the status of the claim as appropriate.
- Serves as a liaison between veterans and their dependents and County, State and Federal agencies as well as local veteran's organizations and the community; identifies potential issues and refers clients to appropriate providers.
- Researches, analyzes and investigates denied benefit claims; collects and develops evidence, and prepares and submits documentation in support of the formal appeals process;
- Represents the department at veterans' related public events within the community; may represent the manager at meetings.
- Adheres to County and departmental policies and procedures as well as safe work practices, policies and procedures.

- Develops and maintains effective working relationships with other staff, public officials, the general public and representatives of other agencies.
- Attends and participates in required trainings.
- Has regular and reliable attendance.
- Overtime may be required.
- Performs other related duties as assigned.

IV. Knowledge, Skills and Abilities

Position requires thorough knowledge of methods of general office practices and procedures; considerable knowledge of recordkeeping and reporting; knowledge of current federal, state and local legislation and regulations relating to benefits for veteran and their families. Ability to interpret current federal and state laws and regulations pertaining to benefits for veterans and their dependents; understand legal processes necessary to substantiate claims under oversight; effectively screen and gather required documentation in a professional and customer service-oriented manner; maintain accurate and concise records; type a variety of complex materials rapidly and accurately; operate office equipment and machines with accuracy and skill; alphabetize and arrange in numerical order; develop and implement new procedures and processes; follow departmental procedures, rules and regulations; prioritize and organize work; prepare data and complex reports; display initiative and creativity in carrying out duties and assignments; comply with all statutes, policies and procedures; understand and carry out oral and written directions; communicate effectively, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work.

V. Minimum Requirements (*Performance of the essential duties of this position includes the following requirements, physical demands and/or working conditions*)

Education and Experience

- A high school diploma AND four years experience in an office setting involving public contact; OR
- A Bachelor's degree in a related field AND two years of experience in an office setting involving public contact; OR
- Any combination of education and experience which provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Licenses, Certificates and Other

Requires possession of a valid Oregon driver's license and a good driving record. Accreditation as a Veteran Service Officer by the Oregon Department of Veteran's Affairs.

Physical Demands (*Performance of the essential duties of this position includes the following physical demands and/or working conditions*)

Typically requires climbing, stooping, kneeling, crouching, reaching, standing, walking, sitting, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions. Requires exerting up to 20 pounds frequently, 50 occasionally, of force to move objects. Minimum physical effort is required. Requires driving.

Working Environments

Work is generally performed in an office environment and may include exposure to disruptive people and communicable diseases.

VI. Additional Information

This classification description is not intended to be an exhaustive list of duties, knowledge, skills, abilities, or requirements, as any one position in this classification may be assigned some or all of these duties, in addition to other duties not explicitly listed here. The various duties, responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, seasons, service levels and management's decisions on how to best allocate department resources. Any shift, emphasis or rebalancing of these assigned duties, responsibilities and/or assignments does not constitute a change in the job classification.

Adopted: 9/11