

DEPARTMENT: **VETERANS SERVICE AGENCY**
CLASSIFICATION: **NON-COMPETITIVE**
APPROVED: **NOVEMBER 21, 2019**

VETERANS' SERVICE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: Counsels veterans and processes applications for securing benefits for veterans and their dependents. Works under the supervision of the Veterans' Service Director who reviews work for effectiveness and compliance with laws and procedures. May supervise support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Counsels veterans, service members and their dependents with respect to Federal, State and County benefits;
2. 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;
3. Initiates follow-up procedures with other agencies as they pertain to status on veterans claims-in-process;
4. Coordinates with other County agencies, private and public organizations and individuals concerning benefits eligibility involving social security, welfare or other social programs;
5. Reviews claims of veterans and assists in developing claim appeals as necessary;
6. Presents burial flag to next of kin (when requested);
7. Advises family members on death and burial benefits;
8. Gives presentations before various veterans and civic organizations, attends national, state and local meetings and conferences on veterans affairs;
9. Attends department of Veterans Affairs meetings at the regional office in Buffalo or as scheduled at one of the VA hospitals in New York State;
10. Assists in performing various administrative tasks including compiling monthly reports.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of basic concepts of veterans' benefits and issues; ability to operate computerized equipment and current software programs; ability to communicate proficiently both orally and in writing; ability to work independently and employ good judgment; initiative and resourcefulness; tact; confidentiality; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **and one of the following:**

1. Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree **and** two (2) years of experience in counseling veterans in legal, financial, or job related issues; **OR**
2. Four (4) years of experience counseling veterans in legal, financial, or job related issues.

SPECIAL REQUIREMENTS:

1. Candidates must be a war-time veteran as defined by Article 17, Section 350 of the New York State Executive Law;
2. Must obtain and maintain accreditation by the US Department of Veteran Affairs within eighteen (18) months of appointment;
3. Must provide a certified copy DD-214 showing separation from active duty under honorable conditions, and such document shall remain on file in the Office of the Niagara County Clerk;
4. Must possess and maintain a valid NYS Drivers throughout employment.