



Veterans Services Officer 2

Category: Classified
Pay Grade: C25
Job Code: 18103

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs advanced level, highly specialized work assisting veterans and their dependents in claiming authorized benefits and entitlements; may supervise professional subordinates and support staff in coordinating department activities; acts as lead worker; interviews and counsels veterans and veterans' dependents to assist with processing claims, appeals, and completing questionnaires involving compensation, pension, hospitalization, insurance, outpatient treatment, educational assistance, loans, rehabilitation, and other entitlements; determines eligibility and ensures that claims are processed professionally within the general framework of existing laws, rules, and regulations governing veterans' entitlements.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Assists in the planning, assigning, training, and reviewing the work of veterans' service officers engaged in claiming authorized benefits and entitlements;
- Provides consultation and guidance to subordinate staff on complex case situations, emergencies, or cases which require higher level decisions;
- Promotes and maintains public relations with governmental and service organizations and speaks to groups in the absence of the director;
- Interviews, counsels, and assists veterans and their dependents in applying for compensation, disability claims, pensions, death benefits, hospitalization, outpatient treatment, insurance, and other entitlements;
- Answers inquiries regarding the interpretation of laws, rules, and regulations regarding veterans' benefits and entitlements;
- Collects department statistics and reports related information to various agencies;
- Manages a satellite office independent of close supervision;
- Reviews amendments and/or policy changes to Title 10/38 U.S. Code 38 CFR, regulations, VA program guides, and VA rating schedules;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Associate's degree plus six (6) years of administrative experience that includes three (3) years of experience counseling veterans and others about veterans' benefits, public assistance, employment, vocational programs, health care, personal counseling, or directly related field that includes lead worker, supervisor training, or supervisory experience; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.

- Must be a veteran (or the surviving spouse of any such veteran) and meet the requirements in Title 38, U.S. Code and Florida Statute 292.11 applicable to Florida County Veteran Service Officers.
- Candidate to successfully complete training prescribed by the Florida Department of Veterans' Affairs.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of laws and regulations pertaining to veterans' benefits and the standard policies for processing claims under appropriate laws;
- Knowledge of offices established for the purpose of providing assistance to veterans including the Veterans Administration, veterans' organizations, and various state and local veterans' offices;
- Knowledge of state laws pertaining to marriage and divorce, interviewing and counseling techniques, and military records and forms;
- Knowledge of medical terms and procedures;
- Ability to apply computer applications and software;
- Ability to interpret and explain laws and regulations applying to veterans' benefits in language understood by veterans or their families.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

WORKING CONDITIONS

Work is performed in a relatively safe, secure, and stable work environment.