



## **Veterans Services Officer 1**

**Category:** Classified  
**Pay Grade:** C19  
**Job Code:** 18102

*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 specialized work assisting veterans and their dependents in claiming authorized benefits and entitlements; may lead and guide clerical staff in coordinating office operations; interviews and counsels veterans and their dependents to assist with processing claims, appeals, and 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 veteran entitlements.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- 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;
- Assists children of veterans killed or disabled in action in applying for educational benefits under appropriate regulations;
- Makes field visits to incapacitated applicants to initiate or follow up claims or actions;
- Refers veterans and their dependents to other federal, state, and local agencies for services as required;
- Maintains liaison with other agencies and organizations involved with veterans and their affairs and prepares and makes presentations before civic and veterans' organizations regarding veterans affairs;
- Trains clerical staff in procedural and policy matters;
- Gives educational presentations to various audiences;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

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 and possess an Associate's degree from an accredited university or college; or possess a high school or equivalency diploma and four (4) years of administrative 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.

- Candidate to successfully complete training prescribed by the Florida Department of Veterans' Affairs.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the 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, veteran organizations, and various state and local veterans' offices;
- Knowledge of state law 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 dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.