

SENIOR VETERANS SERVICES OFFICER

MAJOR FUNCTION

This is a technical, lead worker administrative position related to veterans' programs. It involves local assistance and coordination of information and programs for veterans.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Counsels and assists veterans and/or their dependents to provide information on their entitlement to VA benefits, and prepares and submits benefit claims to appropriate agency on a daily basis.
- Functions in a lead capacity for the work unit by offering guidance, assistance and work direction for other staff.
- Maintains and reviews the case files of other staff and on veterans in terms of assistance given and needed.
- Inputs information on assistance provided into computer programs on a daily basis.
- Maintains current knowledge of applicable laws, regulations, and veterans programs through reading material on a daily basis and attending required training twice annually.
- Coordinates and disseminates information on County, State, Federal and private veterans programs and benefits.
- Works in conjunction with State and Federal veteran offices on cases and with local veterans organizations.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

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SUPERVISION

Supervision is usually partial or part-time and restricted to assigning work and supervising the efforts of a small number of employees in the absence of a designated supervisor or as directed.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

Associate Degree or equivalent from a two-year college or technical school; three years related experience and training; or equivalent combination of education and experience. Requires one year experience as a Veterans Service Officer.

Licenses

Possession of a valid Florida Driver License.

Certifications.

Successful completion of the VFW Post Service Officer training. VA Veterans Service Officer' ABC course, VA training course and tests for service officers and annual re-certification. Must be an Honorably Discharged Veteran.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Problem Solving Abilities

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

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- Ability to interpret a variety of instructions in written, oral, diagram or scheduled form.
- Interpret complex and detailed technical policy, procedure and regulatory data.
- May participate in development of policy, programs, plans, or procedures.
- Study manual work process to determine most effective methods for essential tasks.

Specialized Skills and Abilities

- Must be self directed and work independently, and possess knowledge of County, State, and Federal Veterans' programs and benefits.
- Knowledge of local veterans' organizations and their programs.
- Ability to counsel and assist individuals with discretion.
- Ability to work in conjunction with professional, medical and legal persons.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment, as well as drive a car, in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to stand, walk, stoop, kneel, crouch, or crawl, climb or balance, lift up to fifty pounds; will regularly be required to reach with hands and arms; and will frequently be required to sit, use hands to finger, handle, or feel, and to talk or hear. Special vision requirements include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to outdoor weather conditions. The noise level for this environment is moderate.

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Pay Grade: 12	Status: NE
Job Description Number: 5039	Revised:2/2004