

MISSOURI VETERANS COMMISSION

POSITION DESCRIPTION

POSITION TITLE: VETERANS SERVICE OFFICER

REPORTS TO: VETERANS SERVICE SUPERVISOR

OVERTIME STATUS: CATEGORY 2

WORKING TITLE: VETERANS SERVICE OFFICER

HOURS OF WORK: GENERAL BUSINESS HOURS AS DETERMINED
BY THE NEEDS OF THE AGENCY

DEFINITION:

This is professional position counseling Veterans, military members and/or their dependents and assisting with obtaining Federal and State Veterans benefits.

EXAMPLES OF WORK:

Conduct interviews with Veterans and their dependents, and review background data, current medical and financial information to determine eligibility for Federal and State Veterans benefits.

Evaluate information to determine the Veteran's potential eligibility for other related programs.

Develop claims packages for Veterans and their dependents seeking disability, education, medical and related benefits; completes all claims forms and ensures proper certification of all necessary related documentation based upon the Department of Veterans Affairs (DVA) laws and regulations.

Maintain and monitor beneficiary claim files in order to ensure continual receipt of VA benefits; prepare annual verification of VA pension eligibility and report medical expenses, etc.

Informs Veterans and family members of non-Veterans benefits for which they may be eligible such as Social Security, welfare and vocational rehabilitation.

Serves as program and benefits representative in a designated geographical area. Identifies the target population of Veterans and develops strategies to reach the population base through informational speeches, Veteran Benefits Fairs, and programs.

Responds to benefit questions from Veterans, dependents, legislators and Veteran Service Organizations.

Troubleshoot and problem solve selected cases as directed.

Attend community events that promote Missouri Veterans Commission Programs.

KNOWLEDGE, SKILLS AND ABILITIES

Extensive familiarity with a large body of federal laws regarding Veterans benefits, as well as all relevant Department of Veterans Affairs regulations and procedures.

Thorough knowledge of Federal and State military service-related legislation.

Considerable knowledge of the application and appeal processes for Compensation, Dependents Indemnity Compensation, Disability and Death Pension, Education, Vocational Rehabilitation, Burial, VA Insurance, Medical Treatment and other Federal benefits.

Working knowledge and ability to apply the basic principles and methods of interviewing, communicating and interacting with members of the general public having a wide variety of backgrounds.

Working knowledge of computer hardware and software including data entry and word processing.

Considerable knowledge of Veterans Affairs M21-1, Chapter 16 and 38 Code of Federal Regulations, parts 0-17 and parts 18 to end.

Understanding of the claims process throughout the Veterans Benefits, Health and Cemetery Administrations.

Ability to perform community outreach activities such as public speaking, conducting problem solving sessions, recruiting and identifying target population.

Ability to assist Veterans and their dependents in determining benefits based on law, policy and regulation.

Ability to analyze and interpret military, social and medical records in order to establish Entitlements to service related benefits.

Ability to establish and maintain working relationships with departmental officials, legislators, staff associates, the general public and others.

Ability to obtain and maintain Federal VA Accreditation.

Ability to communicate effectively, both orally and written.

EXPERIENCE AND EDUCATION QUALIFICATIONS

Must meet eligibility requirements of Veterans Service Officer within the Missouri State Merit System and possess an honorable discharge from the military forces of the United States.

(Updated 05/10/2007)

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____