

JOB DESCRIPTION — VETERANS SERVICE OFFICER

Department: Veterans Service Commission & Veterans Service Office (VSO)

Job Title: Service Officer

Reports to: Veteran Service Commission

Duties and Responsibilities: Act as liaison between Veteran Service Commission, office personnel and court house. Act as liaison between office and organizations; both veteran and social service.

Manage the Veterans Service Office as directed by the Veterans Service Commission; ensure effective and efficient operation of the office in accordance with applicable laws and policies. Supervise all staff. Advise and assist veterans and/or their family members with various matters related to veterans benefits under federal, state, and local law, to include, but not be limited to, compensation, pension, insurance, education, medical, and housing. Prepare documentation necessary to pursue a claim for benefits, and ensure forwarding to the appropriate agency. When necessary, initiate a request for hearing through the appropriate agency, and assist the client in developing and preparing evidentiary materials. File most types of claims, and refer the filing of extraordinary claims through an appropriate agency. Be knowledgeable of Department of Veteran Affairs regulations regarding various areas of veteran's benefits and the claim process. Approve emergency financial assistance where warranted. Prepare, for Commission approval, news releases to inform the veteran populace of available benefits, programs, etc. Advise the Commission, in advance, of all training and/or education requirements, such as seminars, VSO schools, OSACVSO/OSACVSC Conventions or Conferences, VSO meetings, etc. Obtain prior approval for attendance. Prepare quarterly report for veteran's information, and disseminate other information as needed. Provide input to the President for monthly and/or special meetings. Prepare written agenda for all meetings.

All other duties as assigned by the Veteran Service Commission.

Education: High School Diploma, related college coursework helpful. Attain accreditation through the State Veteran's Service Department within prescribed time frame. Maintaining this accreditation is mandatory.

Requirements: Must be an honorably separated veteran with a DD214, per ORC 5901.01.

Physical Demands: Minimal physical effort; majority of job done while sitting with intermittent standing and walking.