

VETERANS SERVICE OFFICER

Job Code	Pay Grade
21980	CL12

Nature of Work

This is specialized work assisting veterans and their dependents in claiming authorized benefits and entitlements. An incumbent may lead and guide clerical staff in coordinating office operations. Employees in this class are responsible for interviewing and counseling veterans and their dependents and processing claims, appeals and questionnaires involving compensation, pension, hospitalization, insurance, outpatient treatment, educational assistance, loans, rehabilitation, and other entitlements. Duties include determining eligibility and ensuring that claims are processed professionally within the general framework of existing laws, rules, and regulations governing veteran entitlements. Case management is reviewed by management prior to being dispatched, although considerable discretion is granted in allotting time and resources to each case. The incumbent reports to a manager or designated supervisor.

Minimum Qualification Requirements

- 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 plus 4 years of administrative experience in a related field; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- 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.

Illustrative Tasks (These are examples and are 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.
- Performs related work as assigned or required.

VETERANS SERVICE OFFICER (continued)

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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.

For official use only

Revised	EEOC Code	Overtime Code
10/10	Professionals	Classified