

VETERANS SERVICE OFFICER, SENIOR

Job Code	Pay Grade
21984	CL17

Nature of Work

This is advanced level, highly specialized work assisting veterans and their dependents in claiming authorized benefits and entitlements. Incumbents may supervise professional subordinates and support staff in coordinating department activities. An incumbent in this class is responsible for acting as lead worker. The incumbent interviews and counsels veterans and veterans' dependents to assist with processing claims, appeals, and completing 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 veterans' entitlements. 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 a Bachelor's Degree plus 4 years of administrative experience that includes 2 years experience counseling veterans and others about veterans' benefits, public assistance, employment, vocational programs, health care, personal counseling, or directly related field that includes lead worker, supervisor training, or supervisory experience; 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.)

- Assists in the planning, assigning, training, and reviewing the work of veterans service officers engaged in claiming authorized benefits and entitlements.
- Provides consultation and guidance to subordinate staff on complex case situations, emergencies, or cases which require higher level decisions.
- Promotes and maintains public relations with governmental and service organizations and speaks to groups in the absence of the director.
- 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.
- Manages a satellite office independent of close supervision.
- Reviews amendments and/or policy changes to Title 10/38 U.S..Code 38 CFR, regulations, VA program guides, and VA rating schedules.
- Performs related work as assigned or required.

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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, veterans' organizations and various state and local veterans' offices.
- Knowledge of state laws 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