

VETERANS SERVICE OFFICER

CODES/PAY GRADE

Class Code: 2850 EEO Code: A FLSA: E Pay Grade: F

MAJOR FUNCTION

Specialized administrative work counseling, advising and assisting veterans, widows and their dependents in matters pertaining to their rights and benefits under various Federal and State statutes.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Manages and supervises the personnel of the Veterans Service Office to assure effective and efficient service to veterans, dependents and their widows. Prepares, submits and maintains operating budget and related records.

Maintains communications with the veteran community, all veteran organizations, as well as, the civic and business community. Participates in and attends conferences and conventions relating to the field of veterans affairs. Assists other veterans' organizations service officers to develop programs.

Stays current on all matters affecting veterans benefits.

Advises and assists veterans or their dependents in presenting claims for disability compensation, pension, medical care, insurance, burial, vocational rehabilitation, loans, job counseling and other claims for benefits which they may be entitled to under Federal and State statutes.

Prepares claim forms and briefs and assembles necessary information to establish the validity of the claim under Federal and State statutes.

Contacts doctors and other individuals relative to furnishing official affidavits and evidence for individual claimants. Represents veterans before various officials as necessary to establish veteran's claims.

Prepares and presents speeches to civic groups on matters pertaining to veteran's affairs. Maintains contact with public media on veteran issues.

Contacts employers relative to employment opportunities for disabled veterans.

Serves as the principal point of contact for legislative matters for veterans' organizations.

(Veterans Service Officer continued)

Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the laws, rules and regulations governing veteran's benefits under Federal and State statutes.

Ability to exercise good judgement in counseling and assisting in the solution of veteran's problems. Ability to enlist and retain the respect, confidence and cooperation of veterans and veteran's agencies. Ability to supervise and direct employees. Ability to interpret and enforce various Federal and State statutes dealing with veteran's affairs. Ability to establish and maintain effective working relations with employees, veterans, dependents, civic groups and the general public. Ability to communicate effectively, orally and in writing.

MINIMUM QUALIFICATIONS

Must qualify under Section 292.11 Florida Statutes. Must be certified by the State Director of Veteran's Affairs.

ADA REQUIREMENTS

Physical Demands: Sedentary work. Ability to talk.

Environmental Demands: Inside work.

Mental Demands: Ability to read and comprehend professional manuals, legal documents, ordinances, statutes; instructions, reports, abstracts, financial reports, letters, and summaries. Ability to write reports, evaluations, summaries, letters, financial reports, procedures, and policies. Ability to perform advanced mathematical functions. Ability to speak publicly and extemporaneously; conversant in policies, techniques and procedures of discipline. Ability to analyze data and develop conclusions. Ability to identify and resolve problems.

Revised 10/97
Replaces 10/94