



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: Veterans Services Officer
Jurisdictional Class: Competitive
Civil Division: Veterans' Service Agency
Adoption: CSM 8/15/19
Revised: CSM

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for assisting the Director, Veteran's Service Agency with the activities of the Veteran's Service Agency. The incumbent counsels veterans and processes applications for security benefits for veterans and their families. The incumbent works under the supervision of the Director, Veteran's Service Agency who reviews work for effectiveness and compliance with laws and procedures. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Counsels veterans, service members and their dependents with respect to Federal, State and County benefits by all types of communication; in person, phone, e-mail and fax.
Interviews veterans and their family, explaining rights and benefits under Federal, State and local rules and regulations.
Obtains information from applicants and applies processing procedures which include security support documents, completing applications and submitting such paperwork to the appropriate government agency involved, as prescribed by law and regulations.
Coordinates with the Director, Veteran's Service Agency in order to make contact with other County agencies, private and public organizations and individuals concerning benefits eligibility involving Social Security, Medicaid, public assistance and other social programs.
Utilizes Vetraspec database in preparation of veteran's claims.
Gives presentations before various veterans and civic organizations, attends national, state and local meetings and conferences on veterans affairs.
Initiates follow-up procedures with other agencies as it pertains to status on a veteran's claims-in-process.
Reviews claims of veterans and assists in developing claims appeals as necessary.
Advises veterans and family members on death and burial benefits.
Attends Department of Veterans Affairs meetings as required.
Assists in performing various administrative tasks including, but not limited to, compiling monthly reports.
Attends required training to maintain accreditation and stay current on Federal, State and local Veteran Benefit Laws.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of procedures relevant to processing of veteran's insurance claims;
Good knowledge of regulations concerning reinstatement and conversion of veteran's insurance policies;
Good knowledge of Federal, State and local laws, and rules and regulations pertaining to veteran's benefits and services;

Good knowledge of ordinary counseling techniques;
Good knowledge of the forms, methods, and procedures necessary for the processing of veteran's benefit claims;
Ability to operate a personal computer and utilize common office software programs;
Ability in the public relations field;
Ability to express ideas clearly; orally and in writing;
Resourcefulness;
Tact;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND

- A) Two (2) years of business or administrative experience, including some experience in giving assistance to individuals regarding legal, financial or placement problems.

SPECIAL REQUIREMENT(S):

Possession of a valid New York State Driver's license appropriate to the vehicles operated or otherwise demonstrate the ability to meet the transportation needs of the job at the time of appointment.

Candidates must be honorably discharged from active military service. Please submit a copy of DD-214.

Employees must become accredited by the Department of Veterans Affairs as a Veterans Service Officer within the first year of employment and maintain re-accreditation in each subsequent year.