

VETERANS SERVICE OFFICER
CHAUTAUQUA COUNTY VETERANS SERVICE AGENCY

Salary Range: \$24.30 - \$32.57/Hr.

Full-Time @ 35 Hours/Week + Benefits

The Chautauqua County Veterans Service Agency is looking to fill a Veterans Service Officer in the Dunkirk, NY VA Clinic. This full-time position is responsible for counseling work concerned primarily with assisting veterans and their dependents in obtaining various benefits to which they are entitled by law. Responsibility is involved for operation of a branch office of the County Veteran Service Agency under the general direction of the Director of Veterans Service Agency. An employee in this class is expected to provide veterans and their families with correct information and courteous and sympathetic treatment and must exercise good judgment in applying knowledge of Federal, State and local laws to assure veterans of maximum benefits. Supervision is exercised over one or two clerical assistants. Does related work as required.

Typical Work Activities:

- Interviews veterans or dependents and explains applicable provisions of law regarding claims and benefits;
- Assists claimants in filing applications for disability benefits, out-patient medical treatment, hospitalization, insurance, death and burial benefits, education, job assistance, housing bonuses, tax exemptions and allied veterans' problems;
- Secures documentary evidence in support of claims involved such as doctors' statements, hospital reports, affidavits, marriage records and birth certificates;
- Prepares correspondence and processes a variety of forms;
- Makes house calls to the incapacitated, disabled or incompetent veterans;
- Consults with doctors, lawyers, local veterans' organizations, Red Cross and Salvation Army in matters pertaining to claimants' rights and benefits;
- Studies bulletins issued by the Veterans Administration office and keeps current with new laws, regulations and procedures.

This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title.

Chautauqua County Offers A Comprehensive Benefits Package Which Includes:

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| - Health Insurance (including Dental & Vision plan) | - 13 Paid Holidays |
| - Health Savings Account (partially funded by the County) | - Vacation & Sick Time |
| - Personal Days | |
| - NYSLERS Pension | - NYS Deferred Compensation |
| - Eligible for Federal Public Service Loan Forgiveness | - Wellness Program |

Minimum Qualifications Required:

- A. Possession of a bachelor's degree from a recognized college or university and one (1) year of active military duty in one of the United States military, naval, aviation or marine services; OR
- B. Successful completion of sixty (60) semester credit hours of college study at a recognized college or university plus four (4) years of active military duty, as described in A above; OR
- C. An equivalent combination of training and experience as described by the limits of A and B above.

Explanatory Notes:

1. The minimum educational requirement is 60 semester credit hours and the minimum experience requirement is one (1) year active military duty as described above. **There is no substitution for these minimum limits.**
2. **Reservist duty and/or active-for-training cannot be substituted for active duty in lieu of education.**

Special Requirements for Accepting Applications:

1. Ability to meet the regular transportation requirements in carrying out field work assignments at the time of appointment and during service in this classification.
2. Must become accredited by a National Organization recognized by the Secretary in the preparation, and prosecution of claims under laws administered by the Department of Veterans Affairs within six (6) months of permanent appointment.