

VETERAN'S SERVICE OFFICER

Job Details

Salary

\$21,174-\$31,200 per year

Job Type

Part-time

Job Description

This position is responsible for advising veterans who are residents of Claiborne County and their eligible dependents of all rights, privileges, immunities, and benefits to which they may be entitled, and assist them in obtaining those benefits. Performs related duties as required.

The incumbent is routinely exposed to outside weather conditions while commuting to frequent meetings, is regularly required to sit and talk or hear while performing duties and must occasionally lift and/or move up to 40 pounds.

Typical Duties

- Counsels and advises claimants as to their rights and due process, including personal hearings and explaining the appellate procedure; reviews applications, forms and documents and assists in completion prior to submitting them to the Veterans Administration or other governmental agencies to ensure that proper documents are utilized, and all evidence of relevance is attached.
- Advises and consults with doctors, lawyers, hospital administrators and other service professionals regarding benefits and services for claimants.
- Reviews decisions made by the Veterans Administration.
- Prepares and submits rebuttals and supporting documents to the Veterans Administration and/or other governmental agencies for consideration.
- Prepares and maintains standard records and reports as directed.
- Visits veterans and their dependents in hospitals and nursing homes to counsel and file claims as necessary.
- Maintains contact with various veterans' organizations in the County to ensure their awareness of the latest changes in benefits affecting them or their members now or in the future.
- Attends Veteran networking meetings and Career Fairs.

Minimum Qualifications

Any combination of education and experience that would prepare the incumbent to perform the duties of the position at the appropriate level. Employees would typically have a Bachelor's Degree and some professional experience in an administrative or related technical field.

Per TCA code – All Veterans Service Officers shall be honorably discharged veterans of the United States Armed Forces.

Candidates should be of good character and reputation and must pass a full background check.

****DD214 long form must be attached at the time of application****

Additional experience may be considered in lieu of education.

Candidates with accreditations earned in a foreign institute are encouraged to apply.

LICENSES REQUIRED

Valid Driver License

Employee must successfully complete training and be issued accreditation by the United States Department of Veterans Administration within one (1) year from the date of appointment.

Preferred Experience, Knowledge, Skills, and Abilities

- Experience working in the public sector as an advocate for veterans seeking benefits assistance and/or employment opportunities
- Experience working with Federal, State, and local rules and regulations applicable to veteran's rights and benefit programs
- Experience with problem-solving assessment and techniques used to clarify or resolve discrepancies between regulatory guidelines and substantiating evidence
- Experience with Veteran Administration's claims and appeals practices and procedures
- Ability to understand, interpret and apply complex laws and regulations on the rights and benefits of claimants.
- Ability to analyze and evaluate situations, reach sound conclusions, and make appropriate recommendations
- Must have verifiable experience working with computers. Proficiency in Microsoft Office preferred.

Claiborne County is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.

Claiborne County Government respects the religious beliefs and practices of all employees and will make, on request, an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on business operations.

Requests for ADA accommodation for the recruitment process should be directed to the County Mayor at (423) 626-5236.