



Appointed

JOB DESCRIPTION

JOB TITLE: Veteran Service Officer (VSO)

DEPARTMENT: Potter County Veterans Affairs

SUPERVISOR'S TITLE: Director of Veterans Affairs

JOB CLASS: Appointed

Veteran Service Officer

GENERAL DESCRIPTION

Educate, advise, assist, empower, counsel, and refer Veterans and/or their families regarding wide range of Veterans benefits, entitlements, and services. Advocate for Veterans, both individually and collectively, assuring that all benefits and entitlements due to them are received in accordance with federal, state and county laws, policies, and regulations. Seek and coordinate Veteran access to such programming.

ESSENTIAL REQUIREMENTS, DUTIES AND RESPONSIBILITIES

Assist the County Veteran's Affairs Department by providing high-quality customer service to Veterans and maintaining records as well as reporting activities.

THE PRIMARY DUTIES OF THIS POSITION ARE TO PERFORM AND/OR ASSIST IN THE FOLLOWING:

- Manage, from initiation to completion, all actions through the Department of Veterans Affairs and PA Department of Military and Veterans Affairs (DMVA).
- Manage and perform the tasks legislated in the County Code, PA Consolidated Statutes, and any other pertinent legislation.
- Serve as VA Power of Attorney for Veterans presenting a case for services, benefits, and entitlements.
- Conduct comprehensive interviews to determine Veterans' eligibility for Federal, State, and County benefits.
- Assist Veterans or survivors by managing appropriate documents related to their case, including timely retrieval and recovery of records, documents, and information used as evidence in substantiating the claim.
- Ensure all paperwork concerning the claim is complete prior to submission.
- Coordinate eligibility, care, and placement of Veterans into the VA Health Care System, to include but not limited to, application and/or referral.
- Verify military service records and documents for legitimacy, accuracy, and eligibility and authorize the issuance of the same.
- Authorize County burial benefits for Veterans and spouses.



Appointed

JOB DESCRIPTION

- Develop a working knowledge of the other agencies' benefits such as the Pennsylvania Adjutant General's office, Social Security, County Assessors, Social Security Insurance Disability, CareerLink, etc.
- Maintain all department records in accordance with VA, PA DMVA, and County policies and applicable regulations.

GENERAL RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED, TO PERFORM AND/OR ASSIST IN THE FOLLOWING:

- Participate in Memorial Day and Veterans Day activities.
- Assist in developing and implementing outreach efforts to increase awareness of Veterans' benefits and county services.
- Attend community events, resource fairs, and veterans-focused programs throughout the County. May require occasional evening or weekend hours.
- Serve on the Potter County Veterans Services Committee (PCVSC) as the department alternate. Must be able to attend monthly PCVSC meetings.
- Perform related work as required or assigned by the Veterans Affairs Director.

QUALIFICATION REQUIREMENTS

KNOWLEDGE AND ABILITIES:

- Must be able to receive and maintain Veterans Service Officer accreditation authorized by the PA Department of Military and Veterans Affairs (DMVA) through the sponsorship of the State or Veteran Service Organizations.
- Must pass Federal background security clearance for access to VA computer systems.
- General knowledge of Federal and State programs, resources available to Veterans and their dependents, and requirements for benefit eligibility.
- Able to maintain strict confidence.
- Must be able to multi-task.
- Ability to work independently within standard operating procedures and legal requirements.
- Ability to use time management skills.
- General knowledge of various office equipment and computer programs, i.e. MS Word, Excel, PowerPoint, Publisher, Outlook, and Teams.

EXPERIENCE AND TRAINING:

- Veteran preferred (Honorable discharge required).
- High School diploma or GED required.
- Associate degree or higher college degree preferred.
- Knowledge of Veterans' benefits, supplemented by PA DMVA, leading to accreditation by the Adjutant General's Office.
- Clerical experience, preferably to include interviewing, processing applications, or related work experience in the field of benefits administration.
- Effective written and verbal communication skills.
- Effective time management, organizational and critical thinking skills.



Appointed

JOB DESCRIPTION

- Effective interpersonal, advocacy and conflict resolution skills.

PHYSICAL REQUIREMENTS:

- Ability to lift light storage boxes (20 lbs.).
- Ability to work under and meet deadlines.
- Ability to sit for extended periods of time.
- Ability to frequently stand and walk.
- Normal manual dexterity and hand-eye coordination.
- Must demonstrate emotional stability.
- Verbal communication.
- Must be able to cope with the physical and mental stress of the position.

ADDITIONAL REQUIREMENTS:

- Possession of a valid Pennsylvania driver's license.

HOURS: 35 hours per week – appointed; non-exempt

PAY RATE AND BENEFITS: Hourly wage set by Potter County Commissioners Salary Board
Accrue Vacation and Sick
Benefits included in this position