



## JOB DESCRIPTION

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**JOB TITLE:** Veteran Service Officer (VSO)  
**DEPARTMENT:** Potter County Veterans Affairs  
**SUPERVISOR'S TITLE:** Director of Veterans Affairs  
**JOB CLASS:** Appointed

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### 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 statues, and any other pertinent legislation.
- Serve as VA Power of Attorney for Veterans presenting case for services, benefits, and entitlements.
- Provide counseling to Veterans and/or families while assessing the individual's or collective need and eligibility.
- 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, survivors, and the care of their graves.
- 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 Veterans' file and records.



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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 promoting awareness programs that emphasize Veterans' needs and their sacrifices.
- 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 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.
- Effective interpersonal 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.



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**ADDITIONAL REQUIREMENTS:**

- Possession of a valid Pennsylvania driver's license.

**HOURS:** 35 hours 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