

Ottawa County Veterans Service Commission

Position Descriptions

Job Title: Veterans Service Officer
Or
Veterans Service Officer In-Training

FLSA: Non-Exempt

Wages: See below in position specific description

Hours: 8:30 AM - 4:30 PM

Classification: Full-Time/Classified

ORGANIZATIONAL RELATIONSHIPS

1. Supervisor: Director
2. Employees Supervised: Does not supervise any employees.
3. Other: Works with staff.

PREFERRED QUALIFICATIONS

Veterans Service Officer/Veterans Service Officer IT

- High school graduate required; an Associates Degree or higher, from an accredited college/university, in Counseling, Clinical Psychology, Social Work, Paralegal Studies, or related course of study preferred.
- Per Ohio Revised Code 5901.07, must be a veteran of the Armed Forces of the United States who received an honorable discharge, as defined in § 5901.01. Honorable discharge is required for all periods served.
- Demonstrated appreciation for veterans and their dependents, as well as the rights and benefits they are entitled to.
- Understanding of stressors and issues confronting the military veterans.
- Ability to maintain confidentiality of sensitive and personal client information.
- Strong telephone and face-to-face communication skills with all types of individuals, including those with emotional and physical disabilities, who may be experiencing problems associated with Post Traumatic Stress Disorder, substance abuse, homelessness, etc.
- Good computer keyboard and database entry skills with working knowledge of Microsoft Word, Excel, PowerPoint, etc.
- Ability to conduct public presentations to various community groups and veterans organizations.
- Ability to comfortably communicate with all levels of County and outside agency personnel.
- Must be a team player, possessing the capability to work with personnel at all levels of the reporting structure.
- Neat, professional appearance to properly greet the public and represent the Ottawa County Veterans Service Office (OCVSO).
- Valid State of Ohio drivers license.
- Must pass required background investigation and drug/alcohol testing.

Veterans Service Officer Specific

Wage: \$45,000.00 - \$50,000.00 annually

- Minimum of eighteen (18) months experience as a Veterans Service Officer required; five (5) years or more experience preferred.
- Certified/accredited as a Veterans Service Officer by the Ohio Department of Veterans Services (ODVS).
- Certified/accredited as a Veterans Service Officer by all National Veterans Service Organizations that maintain a Memorandum of Understanding with the ODVS.
- Certified/accredited as a National Veterans Service Officer by the National Association of County Veterans Service Officers.
- Completed Training Response, Involvement, and Preparation of Claims (also known as TRIP) training.
- Attained Defense Personnel Records Information Retrieval System (also known as DPRIS) access.
- Attained Department of Veterans Affairs (DVA) computer programs to include MAP-D, SHARE, VBMS, and Virtual VA.
- Working knowledge of Title 59 of the Ohio Revised Code and the Department of Veterans Affairs' rules and regulations.
- Evidence of ongoing continuing education in subject matter related to the role of Veterans Service Officer.
- Extensive knowledge of veteran benefits and assistance with various organizations that provide such programs.
- Possess Notary Public.

Veterans Service Officer IT Position Specific

Wage: \$33,000.00 annually

- Required to attain Veterans Service Office certification by the Ohio Department of Veterans Services 18 months after date of employment. Failure to attain Ohio Department of Veterans Services within 24 months will result in termination of employment.
- Required to attain certification as a National Veterans' Service Officer by the National Association of County Veteran Service Officers within 24 months of employment.
- Required to attain all Veterans Service Officer Specifics, as indicated above, within 24 months of employment.

ESSENTIAL DUTIES

- Advise and assist present and former members of the Armed Forces of the United States, surviving spouses, parents, and their dependents in presenting claims or obtaining rights and/or under any law of the United States, Ohio, and Ottawa County, including, but not limited to:
 - ❑ Preparing and filing Service Connected Disability Compensation claims.
 - ❑ Preparing and filing applications for Concurrent Retirement and Disability Pay.
 - ❑ Preparing and filing applications for Combat-Related Special Compensation.
 - ❑ Preparing and filing Non-Service Connected Disability Pension claims.
 - ❑ Preparing and filing Aid and Attendance/Housebound claims.
 - ❑ Preparing and filing Appointment of Veterans Service Organization.
 - ❑ Preparing and filing Eligibility Verification Reports.
 - ❑ Preparing Medical Release Authorizations.
 - ❑ Preparing and filing Notice of Disagreements.

- ❑ Preparing and filing Appeals.
 - ❑ Assisting in filing for Discharge Upgrades.
 - ❑ Assisting and filing for Education Benefits.
 - ❑ Preparing and filing for Healthcare Eligibility.
 - ❑ Preparing and filing Housing Grants, Specially Adaptive Housing Grants, Automobile Allowance, and Clothing Allowance.
 - ❑ Assisting and filing for Life Insurances.
 - ❑ Preparing and filing for Grave Markers and Burial Flags.
 - ❑ Preparing and filing for Burial Benefits.
 - ❑ Preparing and filing for Survivors' Benefits.
 - ❑ Assisting in filing for Ohio War Orphans Scholarship.
 - ❑ Assisting in filing for Military Injury Relief Fund.
 - ❑ Assisting in applying for the Ohio Veterans Home.
 - ❑ Preparing and forwarding request for military awards and medals, service records, service medical records, and/or unit records.
- Evaluate and zealously assist claimants by reviewing a medical reports, service history, etc., as well as governmental regulations, legislation, and precedent.
 - Confer, advise, prepare, and issue requests through the use of the DVA, State, and County offices within the State of Ohio, as well as offices out of the State of Ohio, for vital records and public documents, such as birth, marriage, divorce and/or death certificates.
 - Act as a liaison between clients and National Veterans Service Organizations, as well as the Department of Veterans Affairs.
 - Attend various community, veteran, and/or military functions in support of Ottawa County Veterans Service Office's goals, objectives, and mission.
 - Provide house calls to homebound clients in support of the benefits application process.
 - Maintains daily log of activities that is compiled into a monthly report for the Director.
 - Performs clerical duties relative to job functions, such as filing, typing, scanning, faxing, copying, collecting statistics and data, etc.
 - Attends and successfully completes all training and continuing education courses, as directed by the Director, for the purpose of enhancing job proficiency and performance.
 - Attends all training and continuing education courses with the National, State, and Veterans Service Organizations to maintain required certifications.
 - Remains current in knowledge of legislation and regulations affecting present and former member of the Armed Forces of the United States, such as Department of Veterans Affairs, Ohio Department of Veterans Service, and Department of Defense.
 - Enters and retrieves client data into Veterans Information Management System and any other software program utilized by Ottawa County Veterans Service Office.

- Serve as a public information resource for veterans, their dependents, and other individuals inquiring about OCVSO and community services.
- Ensures adequate coverage of Service Officer duties during anticipated absences. Properly orients agency personnel assigned to cover these responsibilities.

NON-ESSENTIAL DUTIES

- Other duties and responsibilities may be assigned to this position at the discretion of the Director and/or OCVSC Board of Commissioners.
- Activities defined in the above position description do not preclude or exempt the employee from performing other related or non-related duties as may be required to maintain an effectively functioning office.