



JOB DESCRIPTION

Bedford County
Bedford, PA

Job Title: Veterans Service Officer

Reports to: Director of Veteran's Affairs

Status: Full-time

Pay Scale/Grade/Salary: Approved by salary board

JOB SUMMARY

A Veteran Service Officer assists the veterans in obtaining their discharge papers and assists the veteran in getting enrolled in the VA health system. Alertness and a willingness to learn and prepare for assignments of progressively increasing difficulty are essential.

ESSENTIAL FUNCTIONS (Illustrative only)

- Reviews and files federal, state or local benefit applications;
- Assists veterans/survivors in retrieval of records, information and completion of paperwork;
- Interacts with federal, state and county agencies, veterans and their families, and the general public;
- Maintains current knowledge of changes in laws and regulations affecting veteran benefits;
- Types forms, letters, schedules, invoices, records, reports and similar materials from rough drafts;
- Sorts, records and files documents;
- Opens, processes and routes daily mail;
- Sorts and indexes correspondence, vouchers and similar materials;
- Logs and files correspondence, memoranda, reports and other materials alphabetically, numerically or by other predetermined classification;
- Acts as a receptionist, answering telephone and furnishing information and directions to visitors;
- Maintains simple clerical-accounting records;
- Receives payments, issues receipts, and makes deposits for other bills;
- Schedules meetings, appointments, and DAV van appointments;
- Registers DD-214 for claim to Recorder of Deeds office;
- Affixes proper postage;
- Other duties as assigned by the Director of Veteran's Affairs.

COMPETENCY

To perform the job successfully, an individual should demonstrate the following competencies:

- Must possess ability to maintain confidentiality regarding veteran information and records.
- Must attend meetings, in-service programs or trainings as required to keep certification.
- Some knowledge of office terminology, procedures and equipment, and of business arithmetic.
- Ability to write legibly; ability to get along well with others; clerical aptitude; mental alertness; tactful and courteous; and accuracy.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. **Education and/or Experience** – High School Diploma or equivalent. Must attain and maintain Department of Veteran Affairs approved accreditation as a VA Service Officer.

2. **Language Skills** – Ability to read, analyze, and interpret documents, and follow simple oral and written directions.
3. **Computer Skills** – Operation of a typewriter/computer; ability to type from a clear copy or rough draft at a reasonable rate of speed.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit; use hands and fingers; feel, talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must be able to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

WORK ENVIRONMENT

While performing the duties of this job, the employee is mostly working in an office environment.

SPECIAL NEEDS

Must have a valid driver’s license and be able to travel if required.

This job description does not imply that these are the only duties to be performed. Employees occupying this position will be required to follow any other job-related instructions and to perform any other job-related duties requested by the Department Heads. Furthermore, this does not establish a contract for employment and is subject to change at the discretion of the employer.

By signing this I acknowledge that I can perform all of the essential functions and duties described in this job description.

Received by: Signed: _____ Date: _____

Print name: _____

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