

**DEPARTMENT: Virginia**

**DATE: May 15th, 2018**

**POSITION TITLE: Assistant Department Service Officer**

**Location: VFW Post 3160 111 A View Ave Norfolk, VA 23503**

**Salary: Starting \$30,000, benefits starting after 6 months (listed below)**

**NATURE OF WORK:**

Manages activities as assigned by the VFW Department Service Officer (DSO) VFW Virginia State Headquarters. Implements the VFW National Veterans Service Policy and Procedure manual and Department programs concerning veterans' service. Manages areas of responsibilities in providing professional veterans representation for fulfillment of federal government entitlements. Assists veterans, the military, and their families in the preparation, development, submission, and review of ratings on claims for veterans' entitlements and benefits to the Department of Veterans Affairs. Reviews veterans' claims folders to develop issues for use in the appellate process, counsel veterans on government entitlements. Is the liaison with governmental agencies and assists the VFW National Veterans Service staff and accredited VFW service officers in policy matters pertaining to veterans' entitlements and benefits. Periodically travel is required to the Roanoke Regional Office to represent veterans at VA hearings and preserve the office integrity. Periodically conducts outreach as assigned in support of veterans, the military, and their families. Maintains accreditation requirements which will include travel to training conferences. Fulfills additional responsibilities as an employee of the VFW Virginia State HQs as assigned.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

Processes inquiries from the veterans' community concerning veterans' benefits. Ensures that the appropriate forms are accurately and timely submitted. Monitors claim progression, reviewing decisions to determine appropriate courses of action to resolve unfavorable decisions.

Researches and develops appeals through coordination, outside agencies, and expert witnesses. Prepares statements on behalf of the veteran's claim or appeal.

Reviews and incorporates statutes, regulations, judicial decisions, and governmental directives to ensure veterans' interests are articulated in accordance with VFW mandates and the National Veterans Service Policy and Procedure manual.

Maintains liaison with appropriate agencies concerning veterans' entitlements and benefits.

Provides advice and technical assistance on policy matters pertaining to those programs as they affect the mission. Attends regular meetings of Department, Districts, and Posts as directed.

Supports training programs within the Department. Supports VFW outreach programs within the state as directed. Attends conferences as directed to articulate VFW policies concerning the veterans' entitlements programs.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

Human relations, time management, and project management skills are required. Experience and knowledge of the benefits system managed by the U.S. Department of Veterans Affairs is desired but not required. Experience in public speaking required and the incumbent may frequently be called upon for views on special veterans' issues. Ability to conduct and maintain control of interviews required. Completing government forms, conducting research, understanding legal decisions and government statutes, regulations, directives, and publications also required.

It is necessary to have advanced knowledge of computers to include software applications, and other electronic applications used in a fully automated office. Selected candidate will be required to use Microsoft suite of programs, government systems, and third-party managed systems.

Position requires a background check for criminal infractions. Selected candidate must also pass a credit check due to the nature of the work done. Position requires VFW accreditation with the Department of Veterans Affairs, in accordance with the National Veterans Service Policy and Procedure and successful completion of all training and testing requirements. Incumbent will, from time to time, be required to take recertification tests to monitor their proficiency. All required training will be provided at no cost to the employee and periodic reaccreditation and follow-on criminal background checks may be required.

### **BENEFITS:**

Selected candidate will be paid weekly. They may enroll in a company sponsored 401k plan after being hired. They will receive matching 401k contributions as allowed by the State Standard Operating Procedure. Health care, disability, both vacation and sick leave, and other benefits also available after six (6) months of employment.

### **SCOPE OF POSITION:**

Primary responsibility includes determining the proper application of laws, regulations, and policies pertaining to veterans' entitlements and coordinating internal and external staff resources to solve issues in the best interest of the claimant. Position is under the direct supervision of the Department Service Officer for work related to veterans' benefits and the State Adjutant for all employment issues.

Typical contacts are with members of the veterans' community, the VFW National Veterans Service staff, VFW Department Service Officer, other Department Assistant Service Officers and Accredited Claims Representatives, representatives of the Department of Veterans Affairs, and other legislative and federal/state agencies through written and oral communications 100% of the time.

### **WORKING CONDITIONS:**

Position functions in a typical office environment approximately 80% of the time. Domestic and local travel is required approximately 20% of the time to participate in conferences and training programs, case hearings, staff meetings, visits to military installations, and National Veterans Service and Department meetings, as directed. Travel will include visitations to areas which may require overnight stays. All travel is scheduled and approved by the Department Service Officer, State Adjutant, and State Commander.

### **PHYSICAL REQUIREMENTS:**

- Sitting and/or standing for extended periods of time.
- May be required to bend, stoop or reach in the distribution of mail or maintenance of files.
- There is some carrying of items such as packages, etc. up to 25 lbs.
- Mobility within the office including movement on one floor and workstations.
- Repeated motions (i.e.-typing, reaching, bending, lifting, and carrying up to 25 lbs.).

### **ENVIRONMENTAL FACTORS:**

- Our work is performed in a professional office environment.
- Use of cutting tools and equipment (paper cutter, scissors, etc.).
- Extended use of electronic devices (i.e. computers, printers, copiers, scanners, telephones, and postage machine).

**HOURS OF WORK:**

- Monday through Thursday.
- 8:00 a.m. to 4:00 p.m.
- Additional work periods for conferences and training as assigned.

**MAJOR ACCOUNTABILITIES:**

Ensures their conduct and professional services. Uses discretion protects privacy. Ensures security of all documents related to work done.

The above duties are both general and specific in nature and are not intended to reflect all the duties that may be required of the incumbent

**Candidates:**

- Must be 18 years or older.
- Must hold an Associate Degree or higher or two years' experience in a similarly accredited position.
- Must be eligible to join the Veterans of Foreign Wars and must join prior to being employed due to requirements of the organization associated with this position.
- Must submit to an initial and periodic background investigation.
- Must complete all required training and examinations as assigned.

**Estimated Start Date: After July 1<sup>st</sup>, 2019**

**Applications Due: No later than 4pm June 5<sup>th</sup>, 2019**

Persons interested in applying for this position should forward the following via e-mail to Ken Wiseman, State Adjutant, at [adj@vfwva.org](mailto:adj@vfwva.org):

- 1) A current resume.
- 2) A cover letter expressing your interest in the job.
- 3) A copy of your DD-214 and supporting evidence showing proper VFW membership eligibility.