

**Classification Title: Veterans Service Officer**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:** Assists veterans and their dependents with eligible services. Assesses needs and requests and provides direction, information and referral for compensation, pension, education, housing, insurance, burial and general advocacy.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.*

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	L	Identifies clients and provides outreach services. Determines eligibility for services and assists in completing screening or enrollment documents. Conducts interviews and coordinates services requested.
2	L	Interviews potential clients. Assists in screening for services and completing documents and applications. Develops individualized plans and disseminates information on services and referrals. Contacts referral agencies as appropriate.
3	S	Advises veterans of their rights and monitors benefits utilized. Researches current legislation and regulations and reports changes to clients.
4	S	Maintains records and caseload reports for statistical analysis.

**CLASSIFICATION REQUIREMENTS:**

CLASSIFICATION REQUIREMENTS	
Education	Bachelor's degree in a Human Services field.
Equivalent Education & Experience Accepted?	Yes
Experience	One year of experience working with military or veterans' services or related Human Services experience.
Certification and Other Requirements	None.
Reading	Intermediate
Math	Intermediate
Writing	Intermediate
Managerial	Receives General Direction.

CLASSIFICATION REQUIREMENTS	
Budget Responsibility	Prepares documents and does research to justify language used in documents for a department. May recommend budget allocations.
Supervisory / Organizational Control	One of these positions does provide supervisory responsibility.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

None.