

CUYAHOGA COUNTY VETERANS SERVICE COMMISSION

POSITION DESCRIPTION: Veterans Service Officer

REPORTS TO: Service Dept. Manager

HOURS: : 8:00 AM – 4:00 PM (40 hours weekly)

SALARY RANGE: \$42,000 - \$62,500

STATUS: Classified; Non-Exempt

RESPONSIBILITIES:

-) 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 benefits under any law of the United States, Ohio, and Cuyahoga County, including, but not limited to:
 1. Service-connected disability compensation claims
 2. Non-service related pension claims
 3. Widows' benefits
 4. Eligibility Verification Report (EVR's) (annual income questionnaire)
 5. Aid and Attendance/Housebound claims
 6. Notice of Disagreement
 7. Benefit appeals
 8. Upgrading of discharges
 9. Power of Attorney
 10. Grave markers, burial flags, and other burial benefits
 11. Indigent funerals
 12. Burial permits for County veterans' section burial plots
 13. Educational benefits
 14. Vocational rehabilitation training
 15. Ohio War Orphans Scholarship
 16. GI loans
 17. High school diploma applications for World War II and Vietnam veterans lacking this certificate
 18. Ohio Veterans Home
 19. Application for military awards and medals to which the veteran is entitled, including new awards/medals that become available
-) Evaluate and determine validity of a claim by reviewing a client's medical reports and service history in relation to governmental regulations, legislation, and precedent.
-) Confer, advise, prepare, and issue requests through the use of the DVA offices, State offices, and County offices within and out of Ohio, for documents such as public records (birth, death, marriage, and divorce certificates) and military records (discharges, service history, DOD medical records).
-) Acts as a liaison between veterans/dependents and the DVA and national veteran service organizations.
-) Reports known and suspected cases of fraud and/or misrepresentation to the DVA and/or appropriate agency/office.
-) Attend various community/veteran/military functions in support of CCVSC goals and objectives.
-) Provide house calls to homebound veterans/spouses in support of the benefits application process.
-) Promote the services of the CCVSC at various community and professional group functions.
-) Performs clerical duties relative to job functions, such as filings, collecting statistics, etc.

-) Attend national, State, and veteran service organization Veteran Service Officer School to enhance job proficiency and required certifications.
-) Remains current in knowledge of legislation affecting veterans, DVA regulations, etc.
-) Conduct and adjudicate financial assistance applications for all clients as scheduled in daily caseload assignment.
-) Review documentation required from clients applying for financial assistance, organization and assembly of this documentation into an electronic file.
-) Review required documentation of banking, checking accounts, IRS forms, payroll information, credit card statements, etc., submitted by clients applying for financial assistance. Review of client background documentation such as birth, marriage, adoption, divorce, and other legal materials.
-) Data entry of required client financial data into the CCVSC case management system.
-) Establish a veteran's eligibility to apply for CCVSC financial assistance through a review of all relevant DD-214s submitted by the client.
-) Administration of indigent veteran funeral and burial benefits offered by the CCVSC, County, and federal Veterans Administration.
-) Review of indigent and non-indigent veteran applications and determination of eligibility for funeral and burial aid. For qualified clients, formulation of recommendations for the amount of funeral/burial assistance to be awarded and presentation of these cases to the Executive Director for approval.
-) Implementation of Board policy and procedures relating to veteran funeral and burial assistance.
-) Answer telephone calls and emails as received; provide information to callers as required.
-) Make appropriate client referrals to appropriate helping organizations, such as Cuyahoga Metropolitan Housing, Heating and Energy Assistance Program, food stamps, etc.
-) Substitute for the receptionist as needed to cover absences or vacancies.

LOCATION:

While this position will be based out of the CCVSC main office, the employee should anticipate potential assignment to satellite offices at Wade Park or the Parma CBOC, various Cleveland area homeless shelters, other sites that might be developed by the Commission and/or the CCVSC. Assignment of the CVSO to one of these sites will be the decision of the Executive Director and Service Manager. CVSOs are also required to staff CCVSC displays and exhibits at outreach events. Failure to accept the assignment will result in the termination of the employee.

) **Note: Other duties and responsibilities may be assigned to this position at the discretion of the Executive Director. 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.**

**CUYAHOGA COUNTY VETERANS SERVICE COMMISSION (CCVSC)
ANNOUNCES THE FOLLOWING CAREER OPPORTUNITY**

The Cuyahoga County Veterans Service Commission is seeking candidates for the position of Veterans Service Officer. The application can be completed at <https://bit.ly/3hf17>.

Each applicant must be prepared to provide the following immediately upon request: cover letter; detailed resume; certified copies of all military discharges (DD-214); college transcripts; salary expectations; names & addresses of three (3) professional references. **Application deadline:** _____.

Applicants will be required to take a series of skills/personality assessments as a part of the application process.

SALARY: Negotiable based on prior experience as an accredited Veteran Service Officer.

PREFERRED QUALIFICATIONS:

-) College graduate
-) U.S. military veteran's classification as defined by O.R.C. Title 59 (required) with honorable discharges for all periods served
-) Bachelor's degree preferred
-) Certified with the Ohio Department of Veterans Services (ODVS), if not, will be required to attain ODVS certification in 18 months. Failure to do so will result in termination.
-) Certified as a National Veteran's Service Officer by the National Association of County Veterans Service Officers. (If not nationally certified, then must attain national certification within 24 months.)
-) Knowledge of veteran benefits/assistance and various organizations that provide these programs
-) Valid Ohio driver's license
-) Ability to work in both a team-focused environment and independently
-) Willingness to work in multiple locations
-) Must pass required background investigation and drug/alcohol screen

SUMMARY OF RESPONSIBILITIES:

- It is the responsibility of the Veterans Service Officer to assist veterans with the application for local, state, and federal benefits. The Veterans Service Officer must provide high quality customer service in a fast-paced, potentially emotional environment.