

**Bradley County Veterans Services
155 OCOEE ST. NW RM# 106
CLEVELAND, TN 37311**

**Job Description
Veterans Service Officer**

SUMMARY: As an accredited Veterans Service Officer (VSO) is responsible for professional veteran's benefits representation work of average difficulty; and performs related work as required.

MINIMUM QUALIFICATIONS:

1. **Education and Experience:** Education equivalent to forty-five hours from an accredited college or university and experience equivalent to one year full-time benefits and eligibility claims processing.
2. **Substitution of Experience for Education:** One year of experience in a Military Pay Grade of E-5 or above with an honorable discharge may substitute for required education.
3. **Special Qualifications:**
 - a. Must be a Veteran of the US Armed Forces with an Honorable discharge.
 - b. Be accredited by the General Counsel of the Veterans' Administration within 12 months of employment.
 - c. Must be will to attend training for accreditation conducted by Tennessee Department of Veterans Services.
 - d. Possess a valid driver's license.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Provide dignified and effective representation, assistance and customer service to Veterans, dependents and survivors in obtaining all benefits they are entitled to under state and federal law.
2. Assist in preparing and submitting claims with required supporting documentation in accordance with applicable Code of Federal Regulations 38 or as directed by the competent authority to the Department of Veterans Affairs. Must be able to understand, interpret and apply Department of Veterans Affairs policies, procedures and regulations. Must be able to express himself/herself will in both written and oral communication. Maintain standard and computer files, follow up on claims as necessary.
3. Evaluates Veterans Administration decisions and advises the claimant of available options under the appropriate laws and regulations in accordance with the Code of Federal Regulations 38 as needed.

4. Reads and understands documents such as DD214s, medical records, official military personnel files and other relevant documents.
5. Maintain Service Officer accreditation by participating in quarterly and annual training provided by Tennessee Department of Veterans Services. Keep current on Veterans benefit laws, regulations and changes.
6. Communicates effectively and provides appropriate guidance to available services with local, state and federal agencies.
7. As necessary, make visits to Veterans and/or their families in their homes, nursing homes, or assisted living facilities.
8. Basic ability to use a personal computer and associated peripherals and use Microsoft Office, databases specific to the County, Internet, and Microsoft Outlook. Must become familiar with and proficient in the use of the program specific software as it relates to obtaining benefits for our Veterans. (VetraSpec) Ability to use telephone, facsimile machine, copy machine, printers, scanning devices, calculator and general office equipment.

Drug Free Workplace,
Equal Opportunity Employer