

Position: Assistant Department Service Officer (ADSO)

Department: Service Department

Reports to: State Adjutant

Date last updated: October 19, 2022

Salary Range: Starting at \$19.50/hour

FLSA: This is a non - exempt position

Position Summary:

The ADSO is responsible for the efficient and effective management of the Department Veterans Services Office to ensure services are delivered to veterans and their dependents.

The ADSO assists members of the veterans' community in the preparation, development and submission of claims for veterans' benefits to the Department of Veterans Affairs. Responsible for analyzing veterans' claims folders, developing issues for use in the appellate process, conducting VFW veterans' outreach programs, if assigned, and counseling members of the veterans community on the Department of Veterans Affairs, other federal veteran benefits and state veteran benefits.

The ADSO ensures that members of the veterans' community are counseled concerning their rights and entitlements and are treated in a courteous, caring and highly professional manner.

Essential Duties and Responsibilities:

Completes duties in accordance with policies adopted by the Department Veterans Service Committee which involve instructing, assigning and reviewing work, planning, maintaining standards, coordinating activities, performing evaluations, allocating personnel, recommending hiring transfers, promotions, disciplinary actions, and discharges.

Provides input to the Department Service Officer concerning the annual budget and ensures proper records are maintained to render timely and accurate reports concerning monthly activities.

Regularly attends meetings of both national and state government agencies and makes presentations and recommendations to the same.

Provides advice and technical assistance to service office staff and accredited service officers in policy matters pertaining to those programs as they affect the mission of the Department Veterans Services Offices.

Conduct interviews of individuals wishing to file claims for benefits with VA; assist in completion of forms and ensure timely submission thereof.

Process inquiries from members of the veterans' community concerning veterans' benefits. Ensure that the appropriate forms are accurately and efficiently completed and submitted. Monitor claim progression, reviewing decisions to determine appropriate courses of action to resolve unfavorable decisions.

Research and develop appeals through coordination with outside agencies and expert witnesses. Prepare statements, including VA Form 646s (Statement of Accredited Representative in Appealed Case) on behalf of the veterans' claim or appeal.

Conduct the VFW veterans' outreach program to counsel and assist veterans on benefits available to them through the Department of Veterans Affairs, other federal veteran benefits and state veteran benefits.

Perform as a case manager, conducting follow-ups to ensure veterans' progression in the assistance program is satisfactory.

Interacts in a professional manner with DOD and VA employees to present the VFW program and to facilitate a constructive working relationship.

The duties and responsibilities outlined above do not comprise a comprehensive list but are intended to provide a representation of the general nature and level of work performed by an employee in this capacity. The VFW Department of California maintains the right to augment or delete duties and responsibilities as business dictates.

Minimum Qualifications:

Position requires an Associate's degree or a minimum of three years directly-related work experience and training.

Proficient human relations skills and basic analytical abilities are required to interact with the members of the veterans' community, analyze claims folders, regulations and policies pertinent to the claim.

Position requires knowledge of given subjects to such a degree as to make the incumbent authoritative in veterans' affairs such as the VA health care system, military health care issues, TRICARE, and VA benefits, cemetery, and health care laws, regulations, VFW policies, and procedures.

Basic knowledge of office management systems and procedures, general office equipment and proficiency with MS Office software such as Excel, Word, and other database management software and computer applications is required.

Requires knowledge and understanding of Title 38 United States Code, Title 38 Code of Federal Regulations, and other government statutes, regulations, directives, and publications, and when conducting interviews, completing veterans' affairs forms.

Position requires VFW accreditation with the Department of Veterans Affairs and having passed Veterans Benefits Administration's Training, Responsibility, Involvement and Preparation of claims (TRIP) test. Incumbent will, from time to time, be required to take recertification tests to monitor their proficiency in the laws pertaining to veterans' benefits.

Must be proficient in dealing with diverse groups of individuals. Superior human relation skills are required. The position requires a special level of sensitivity and confidentiality in the handling of personal matters which directly impact on the veterans' community.

A demonstrated passion for making a difference in our veteran community.

Experience managing competing priorities and multiple deadlines and ability to work both independently and with a team.

Initiative to establish and maintain effective interpersonal relationships with VA/VSO employees, volunteers and community partners.

Well-developed organizational and communication skills along with strong interpersonal and customer service skills, a professional attitude and appearance.

Functional Work Characteristics:

Requires sufficient skills to work in a business environment, including organizing, coordinating, exercising daily decision-making, analyzing, and interpreting.

Requires effective eye-and-hand coordination and manual dexterity.

Requires standing and walking approximately 25% of the time, with regular need to perform physical actions that include sitting, stooping, kneeling, crouching, crawling, reaching, handling materials, pulling, carrying, and pushing.

May occasionally require lifting of various materials and equipment to a maximum of 50 pounds.

Work Conditions:

Most essential duties are performed in an office environment with exposure to a variety of business equipment and other pertinent materials normally found in this type of work setting.

May be exposed to high noise levels, temperature changes, gas and/or electrical exposure, unpredictable ventilation, dust, and physical obstacles.

Work is normally performed in an area of limited privacy.

Telephone and computer usage up to 90% of the work day.

Uses both electronic and physical filing systems.

Some weekend work may be required.

Employment Screening and Compliance:

Background check may be required.

Employee must comply with all organizational policies, especially those involving the safety of fellow workers, volunteers, and customers.

Employee must maintain a current and valid driver's license to perform work duties if position requires activities that require travel by motor vehicle, whether personal or company car.

The VFW, Department of California IS AN EQUAL OPPORTUNITY EMPLOYER.