

Title: Veteran Service Officer

Office: Veterans Assistance Commission of Kane County

Salary: \$57,420 - \$76,524 DOQ

Hours: 35 hours per week, non-exempt

Position Summary: The Veteran Service Officer position entails assisting veterans and their dependents in applying for federal, state, and local veteran benefits as well as attending outreach events within the veteran community in Kane County. This is primarily a public facing position requiring excellent customer service skills. This position is moderately independent, requires resolving complex issues, and routinely coordinates with other units of federal, state, and local government.

Essential Functions and Responsibilities:

- Represent veteran and dependent clients as their Power of Attorney before the U.S. Department of Veterans Affairs to include representing clients before an Administrative Law Judge at the Board of Veterans Appeals.
- Manage a revolving and active veteran benefits caseload of more than 100 veterans and/or their dependents.
- Interact with stakeholders and partners at the federal, state, local, and non-governmental levels to advocate for clients.
- Review and analyze client's Official Military Personnel File and Service Treatment Records to identify actionable contentions for veterans' benefits.
- Identify and procure evidence to support a client's application for veterans' benefits.
- Interpret and analyze federal, state, and local governmental veteran benefits decision notices to ensure clients are receiving the maximum possible benefits.
- Evaluate clients' benefits status to determine the eligibility for ancillary benefits.
- Holistically analyze clients' situation to assess their welfare and identify additional benefits that would improve their well-being and future success.
- Utilize alternative meeting methods to assist clients who are home-bound, hospitalized, or are otherwise unable to meet within the office.
- Utilize federal, state, and county computer databases to submit or monitor applications for veterans' benefits.
- Efficiently and effectively utilize U.S. Postal Service standardized mailing procedures and tracking tools to submit and ensure delivery of client applications.
- Empathetically communicate with difficult clients to assess their needs and provide guidance to improve their welfare.
- Compile daily and monthly operational and production reports.
- Attend outreach events within the veteran community throughout Kane County.
- Serve as the primary intake and development staff for the Veterans Assistance Program.
- Adjudicate and prepare decision notices for the Veterans Assistance Program.

Knowledge, Skills, and Abilities:

- Statutory preference to military veterans or members of the Illinois National Guard or Reserve Component of the military with an Other-than-Honorable or higher discharge or be the spouse, surviving spouse, or child of a veteran or a member of the Illinois National Guard or Reserve Component of the military with an Other-than-Honorable or higher discharge.
- Working knowledge of applicable laws, statutes, codes, and regulations, including but not limited to, Title 38 U.S. Code, Title 10 U.S. Code, Title 38 Code of Federal Regulations, Chapter 330 Illinois Compiled Statutes, and Title 95 Illinois Administrative Code.
- Ability to pass a county background check, pass a federal background check, and maintain a non-sensitive position federal security clearance.
- Ability to respond to technical questions from clients in regards to federal, state, and local veterans' benefits.
- Ability to use Microsoft Office products, Adobe products, and other applicable technology solutions.
- Ability to construct and articulate, with minimal error, persuasive narratives, and legal arguments in support of client's applications for veterans' benefits.
- Ability to maintain confidential client files with Personally Identifiable Information, Federal Tax Information, and Personal Health Information.
- Strong networking skills to develop interagency relationships within the veteran community.
- Ability to empathetically resolve client concerns whether they involve internal office conflict or conflict with an external entity.
- Ability to manage multiple priorities simultaneously and independently.
- Ability to maintain applicable accreditation and training standards on an annual basis.
- Possess and maintain a valid Illinois Driver's License.
- Previous experience as an accredited Veteran Service Officer, Claims Agent, or Attorney is ideal.

Physical Abilities: Sitting at a desk for long periods of time, walking short distances, keyboarding, driving long distances (greater than 100 miles) occasionally, and lifting 25 pounds occasionally.