

VETERANS AFFAIRS SERVICE OFFICER III

DESCRIPTION: Persons in this class plan, coordinate and direct a State Service Office which assists veterans in applying for/obtaining benefits. The office is in a different physical location than the agency offices. Incumbents perform the duties of the Veterans Affairs Service Officer II class as well as supervise a staff of Veterans Affairs Service Officers I and/or II and clerical/administrative support staff. This class has no budgetary authority and does not make major personnel or policy decisions. Incumbents report to the Deputy Director.

DISTINGUISHING CHARACTERISTICS: This class is distinguished from the Veterans Affairs Service Officer I and II classes by its responsibility for running a State Service Office and supervision of staff.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, coordinates and directs the operation of the Veterans Affairs Service Office.

Interprets and enforces the policies pertinent to the program and reviews the delivery of services.

Recommends/drafts changes to policies or program services to enhance the program and/or delivery of services.

Participates in strategic planning for the program and implements/evaluates program goals/objectives. Monitors the office progress toward meeting established goals/objectives by compiling, reviewing and analyzing reports and records to identify potential problem areas and recommend changes.

Ensures compliance with accreditation and federal standards/guidelines.

Develops and conducts public relations activities to explain the various functions/services of the agency to veteran's organizations, governmental agencies, community groups and the general public.

Attends management meetings and relays pertinent information to staff supervised.

Advises and consults the agency director and/or deputy director on Service Office business and administrative matters.

Supervision of staff to include employee selection, leave approval, performance evaluation, training, and discipline.

Performs the duties of the Veterans Affairs Service Officer II class.

Performs other duties as assigned.

VETERANS AFFAIRS SERVICE OFFICER III (continued)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: supervisory techniques, strategic planning processes, disciplinary processes, employee selection processes;

Ability to: supervise and train staff; develop objectives, performance goals and work priorities; research and prepare for rating and appeal hearings.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance and/or other evaluations.)

Knowledge of: Federal and State policies and regulations concerning Veterans; application processes; appeal processes; agency rules/regulations and policies/procedures; customer service; basic math; computer applications used by the agency.

Skill in: evaluating applications for benefits; research and writing appeals; participating in appeal hearings; oral and written comprehension and expression; time management; active listening; critical thinking; deductive and inductive reasoning.

Ability to: instruct others; communicate effectively, both orally and in writing; identify and solve problems; make decisions; establish and maintain effective working relationships; organize, plan and prioritize work; resolve conflicts; build effective teams.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Any combination of education/training and/or experience that will enable the incumbent to possess the required knowledge, skills and abilities. A general qualification guideline is: college coursework in Human Services, Business Administration or related field plus two years previous experience working with veterans in applying for/obtaining benefits. Experience leading or supervising others preferred.

SPECIAL NOTE: State Statute 80-410 requires all state service officers to have served in the armed forces of the United States during dates set forth in section 80-401.01, to have been discharged or otherwise separated with a characterization of honorable from such service and have been a bona fide resident of the State of Nebraska continuously for at least five years immediately prior to assuming a position.

SPECIAL NOTE: Requires accreditation with our Department and National Veterans Organizations granted by the US Department of Veterans Affairs to accept power of attorney to represent veterans and dependents before the VA.