



SENECA COUNTY

AN EQUAL OPPORTUNITY EMPLOYER

CIVIL SERVICE OPPORTUNITIES



VETERANS SERVICE OFFICER
Salary Range
\$17.312 Per Hour

Full benefits package including NYS Retirement

RESIDENCY: Seneca County has a residency requirement that an applicant must be a resident of Seneca County or one of the six contiguous counties (Cayuga, Ontario, Schuyler, Tompkins, Wayne and Yates) for one month to be eligible for appointment.

PUBLIC SERVICE LOAN FORGIVENESS: College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Seneca County. Additional information is available at <https://studentaid.ed.gov/sa/sites/default/files/public-service-loan-forgiveness.pdf>.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from an accredited New York State registered or regionally accredited 2 year college or university with an Associate's degree in a health or human services or related field and one year of service coordination experience; or
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience or volunteer professional experience* involving one-on-one counseling or experience assisting individuals in resolving financial, employment or benefit or veteran claim problems, including advisory or counseling responsibility; or
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B).

*Qualifying experience does not include clerical, secretarial, or receptionist duties. It does include, but is not limited to, armed forces leadership positions of commissioned and senior non-commissioner officers.

SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATIONS:

- Possession of a valid New York State Driver's License is required and must be maintained throughout employment.
- Candidates must be honorably discharged from active military service. A copy of DD-214 must be submitted with application for employment

- Employees must become accredited by the Department of Veterans Affairs as a Veterans Service Officer within the first year of employment and must maintain re-accreditations in each subsequent year.

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for assisting the Director of Veterans Service Agency with the activities of the Veterans Service Agency. The incumbent counsels veterans and processes applications for securing benefits for veterans and their families. The incumbent works under the supervision of the Director of Veterans Service Agency who reviews work for effectiveness and compliance with laws and procedures. May supervise support staff. Does related assigned work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only):

Interviews clients and obtains information required to determine eligibility of the various veteran benefits and programs available;
Works with clients to complete proper applications and Veterans Administration forms required for appropriate benefits and services;
Determines and verifies eligibility for benefits and services; assists clients in accessing and providing supportive services;
Makes home visits to gather information regarding clients' needs and services;
Provides outreach services and acts as liaison between departments, units and other county, state, federal agencies and programs;
May need to transport veterans to scheduled Veterans Administrations healthcare appointments;
Compiles and maintains case records of veterans' information and statistical and narrative reports relating to veterans benefits through the use of VIMS office program.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Working knowledge of Federal, State and local laws, rules and regulations related to veterans benefits and services; working knowledge of forms, methods, procedures and records necessary for the processing of veterans benefit claims; working knowledge of governmental structure and resources on the Federal, State and local level; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; ability to understand and empathize with the needs and concerns of others; ability to operate a personal computer and utilize common office software programs; physical condition commensurate with the demands of the position.

Please apply online at <https://seneca-portal.mycivilservice.com/jobopps>

Applications Accepted up to:
February 17, 2018