



JOB DESCRIPTION

Bedford County
Bedford, PA

Job Title: Veterans Service Officer
Reports to: Veterans Affairs Director

Status: Full-time

Pay Scale/Grade/Salary: Approved by salary board

Veterans Service Officer I

OVERVIEW OF THE POSITION:

A Veteran Service Officer assists the veterans in obtaining their discharge papers, assisting the veteran in getting enrolled in the VA health system. Alertness and a willingness to learn and prepare for assignments of progressively increasing difficulty are essential.

EXAMPLES OF WORK: (Illustrative only)

- Types forms, letters, schedules, invoices, records, reports and similar materials from rough drafts;
- Sorts, records and files documents;
- Opens, processes and routes daily mail;
- Sorts and indexes correspondence, vouchers and similar materials;
- Logs and files correspondence, memoranda, reports and other materials alphabetically, numerically or by other predetermined classification;
- Acts as a receptionist, answering telephone and furnishing information and directions to visitors;
- Maintains simple clerical-accounting records;
- Schedules meetings, appointments, and DAV van appointments;
- Waits on counter, assisting the public as requested;
- Registers DD-214 for claim to Recorder of Deeds office;
- Affixes proper postage

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

- Must possess ability to maintain confidentiality in regard to veteran information and records
- Must attend meetings, in-service programs or trainings as required to keep certification as VSO
- Some knowledge of office terminology, procedures and equipment, and of business arithmetic and English; skill in the operation of a typewriter/computer; ability to type/key from clear copy or rough draft at a reasonable rate of speed; ability to understand and follow simple oral and written directions;
- Ability to write legibly; ability to get along well with others; clerical aptitude; mental alertness; tactful and courteous; and accuracy.

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An Equal Opportunity Employer

PREFERRED EXPERIENCE AND TRAINING:

Considerable experience and/or exposure to programs and agencies involved in the provision of services to veterans and/or dependents; some experience in office administration and records management; completion of a standard high school course of study or its equivalent, supplemented by college courses or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

SPECIAL NEEDS:

Must have a valid driver’s license and be able to travel if required to attend meeting and seminars. This job description does not imply that these are the only duties to be performed. Employees occupying this position will be required to follow any other-related instructions and to perform any other job related duties requested by their supervisor. Furthermore, this does not establish a contract for employment and is subject to change at the discretion of the employer.

**The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

By signing this I acknowledge that I can perform all of the essential functions and duties described in this job description.

Received by: Signed: _____ Date: _____

Print name: _____

New 2/2019