



Title: Veterans Service Officer
Department: Veterans Affairs
Hours: 39 hours per week, flexible schedule including nights and weekends, part-time
Salary: \$32.16 - \$35.63
Contract: Local 22 Unit B, Group 17

DESCRIPTION:

Reporting to the Chief of Health and Human Services, the Veterans Service Officer, acting as the Veterans Agent, works to ensure that veterans have access to programs and benefits that help meet their needs, including Federal and State benefits, city services, public buildings, meetings, and events. The Agent also assists the Department in special community events, memorial celebrations, and other events to honor the veteran community in Revere.

ESSENTIAL FUNCTIONS:

- Assists veterans, surviving spouses, and dependents to apply for benefits through the Federal Benefit Administration, fully accessing the VetraSpec database and ensuring accuracy. This includes:
 - Assisting with appeals as necessary, including representing eligible beneficiaries during hearings
- Assists beneficiaries with applying for benefits including
 - Healthcare
 - Disability
 - Pension
 - Burial Benefits
 - Education Benefits
 - Dependency and Indemnity Compensation
- Assists with administration of Chapter 115 benefits, in conjunction with the Assistant to the Veterans' Agent or designee
- Provides case management for veterans' cases including educating and referring to appropriate services including:
 - Veterans' Real Estate Tax Exemptions
 - Social Security, Medicare, Mass Health programs
 - State and Federal Aid programs
 - Employment offices and Career Centers
 - Hospitals, Assisted Living and other care facilities
- Assists with the application and management of grant programs for the Veterans' Affairs Department as needed.

- Provides information, referral services, and technical assistance to individuals, businesses, and organizations in all matters pertaining to Veterans' Services.
- Works collaboratively with other local groups to meet the needs of veterans' within the City of Revere and throughout the state including City Council, Veterans' Groups, American Legion Post, and Beachmont VFW. Regularly liaise with Federal, State, and Local Officials to advocate on behalf of Revere veterans.
- Represents the department at public meetings, external conferences, and events.
- Attends pertinent training seminars and classes to stay current in Federal & State programs.
- Assists with the preparation and management of the annual budget for Veterans Affairs by ensuring that financial reporting is accurate, all revenues and expenditures are documented, and performance measures are being tracked accurately.
- Ensures proper support is available for the monthly Veterans' Food Pantry operations.
- Supervises Assistant to the Veterans' Agent, college interns, Veteran and Senior Work-off participants, and other volunteers or interns by assigning projects to be done in the office, keeping logs of hours, and monitoring attendance.
- Organizes, directs, and actively participates in special community events including Veterans' Day and Memorial Day services, memorial flagpole ceremonies, monthly coffee hours, and other events as needed.
 - Accurately maintains a list of all Memorial flagpoles and veteran graves for wreath laying.
 - Coordinates volunteers as needed.
 - Coordinates with the Mayor's Office and HHS as needed to ensure efficiency and cohesive run of show.
 - Runs monthly Coffee Hours including scheduling speakers, advertising events, etc.
- Reviews city policies and ordinances to ensure compliance with federal, state, and local ordinances and laws.
- Performs other related duties as required.

QUALIFICATIONS:

- Must be a Veteran.
- Must be a VA-Accredited Veterans Services Officer, or become accredited within one year upon hiring
- Revere residency strongly preferred.
- A minimum of three (3) years of related experience ideally within a municipality; or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.
- Bachelor's degree preferred.
- Ability to speak Spanish is preferred.

PHYSICAL DEMANDS:

The work does require some level of physical activity including walking up and down stairs on a regular basis as well as standing for long periods of time. Up to two-thirds of the time is spent standing, walking, or reaching with hands or arms. Up to two-thirds of the time is spent using hands to finger, handle or feel objects, tools, or controls. The employee is frequently asked to sit, talk and listen. Frequently required to lift up to 10 pounds; occasional lifting is required up to 30 pounds; seldom required to lift more than 50 pounds. Specific vision abilities include close vision and the ability to adjust focus. With the compactness of space and accessibility, the need to respond to competing needs or resolve conflicts

is frequently stressful. Equipment used includes personal computers, office machines, and audio-visual equipment.

KNOWLEDGE, SKILLS, and ABILITIES:

Knowledge:

- Knowledge of best practices in the field of Veterans benefits and issue resolution.
- Knowledge of Title 38, Chapter 31 & 35 and other necessary titles and chapters of federal law.
- Knowledge of VA ratings benefits.
- Knowledge of Windows and Apple operating systems as well as common commonly used software such as the Microsoft Office suite of products including but not limited to Microsoft Word, Excel and PowerPoint.
- Knowledge of computer applications and use of the Internet, including printer use, and various browsers including Google Chrome as well as cloud software such as Google apps, Dropbox, etc.

Abilities:

- Ability to develop and implement creative approaches to reach targeted audiences.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal effectively, tactfully, and appropriately with the public.
- Ability to work collaboratively with diverse teams, as well as establish and maintain effective working relationships with co-workers, patrons, community organizations, and other stakeholders.
- Ability to be customer-focused, friendly, able to handle situations with discretion and tact, takes initiative, is resourceful, and practices good judgment, both individually and as part of a team.
- Ability to exercise initiative and independent judgment.
- Ability to supervise others at various levels of training and ability, evaluate performance, and provide training and discipline.

Skills:

- Independent problem-solving skills.
- Strong communication, interpersonal, and organizational skills.
- Uses problem-solving skills to assist in determining priorities; utilizes timely solutions to departmental or system-wide issues and demonstrates quality customer service.
- Excellent program planning and organizational skills.

PHYSICAL ENVIRONMENT

Work is performed primarily in a classroom-type, open environment, subject to moderate noise during both regular business hours and on some nights and weekends. Daily interaction with the general public in person, by phone, and or email communications. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by

people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

EQUAL OPPORTUNITY EMPLOYMENT

The City of Revere is an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.