



The Massachusetts VFW Service Office has an opening as described.

DEPARTMENT: Service Office

JOB TITLE: Part Time Assistant Service Officer

SALARY: \$20-\$21 Per Hour 21 Hrs. Per Week

LOCATION: Bedford and Surrounding Area

TYPICAL DUTIES AND RESPONSIBILITIES:

Responsibilities are as follows but not limited to the following:

(Where Veteran(s) is used it is implied that it includes family of Veteran(s) where applicable)

- Assist with filling original claims for compensation and/or pension with the Department of Veterans Affairs (VA) to include the accurate completion of VA forms on their behalf
- Assist with appealing veteran claims for service-connected disabilities to include the accurate completion of VA forms on their behalf
- Contact the veteran in a timely fashion when movement has been detected on a claim as well as return veteran inquiries within 48 hours
- File Notice of Disagreement with the VA Regional Office if the claimant believes the decision made by the VA was incorrect
- Review veteran's medical reports, service history and other documentation to determine if there is a valid claim
- Respond to after research inquiries regarding medial, death/burial and any other benefits
- Determine if the veteran is eligible for benefits under federal, state, or local laws
- Participate or initiate in veteran forums, panel discussions or any event to inform the veteran community of the resources available to them through the Service Office utilizing federal, state, and local laws
- Research and remain up to date on all policies or laws at the federal and state level
- Research and fully comprehend all information and adhere to the Privacy Act, HIPPA and any other federal or state laws
- Utilize Veterans Affairs online computer system to access veterans' records
- Adhere to all policies set forth in the Department of Massachusetts VFW employee handbook
- Attend training as required by the Department Adjutant at a minimum annually but not limited to National Veteran Service training

SCOPE OF POSITION:

Position reports directly to the State Service Officer. Assistant Service Officers (ASO's) work closely with Veterans and /or their families in person and/or by phone or other electronic means. ASO's must be vigilant in maintaining privacy and secure any information shared with them from unauthorized access as they assist clients.

WORKING CONDITONS:

ASO's work both in an office environment and in a mobile environment. All equipment needed to perform the duties required is provided. ASO's are also eligible for travel mileage pay when authorized. Candidates must be able to perform effectively with little supervision.

REQUIREMENTS:

- High School diploma or equivalent, college degree or credit are favorable.
- Must be an eligible member in good standing of the Veterans of Foreign Wars of the United States.
- Must be Eligible for accreditation under Code of Federal Regulations 38
- Prior experience in veterans' service is a strongly desired as well as Federal and State veteran's benefit knowledge
- All Candidates must pass a background check

If you are interested in this position please send resume and cover letter to:

Email: Delray.Dorsey@va.gov

Mail: VFW Service Office JFK Federal Building, Room 1500-C Boston, MA 02203