

**Crossroads Veteran's Services District**  
**(Serving the Towns of Easton, Foxborough, Mansfield and Norton)**

**Position Title: Veterans Service Officer (VSO)**

**Statement of Duties:**

Responsible for the management and administration of federal, state and local benefits and referral services to assist veterans, widows and dependents in accordance with MGL Ch. 115; perform all other related or similar duties, as required.

**Supervision:**

Employee reports to and is supervised by the Crossroads Veteran's Services District Director, in strict compliance with federal, state, municipal, and district policies related to the provision of veterans' services, programs and payments. Employee has no direct supervisory responsibility.

**Job Environment:**

Federal, state, district and local guidelines provide well established guidance for VSO's. Position requires constant contact with the public, clients and/or their family members/survivors. Additionally, contact with veteran's organizations, state and federal agencies, other town departments and officials for the purpose of rendering services, answering inquiries, providing assistance and giving or receiving information will often be required. Contacts are usually made in writing, in person and on the telephone.

**Essential Functions:**

***The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.***

Meets with Veterans and/or their dependents. Accepts applications and makes initial determinations of eligibility benefits and processes applications for benefits and related paperwork as required by the State Department of Veteran's Services.

Monitors client's needs as well as their obligations in an on-going basis. He/she serves as representative of all veterans (from WWII to those recently discharged). Provides referral assistance, including alternative resources for the client, such as Department of Employment, Social Security and Veterans Administration, for example.

Collects documents to ascertain an individual's qualifications for assistance, and prepares reports for the Director, in an accurate and a timely manner.

Assists in the coordination of Memorial Day, POW\*MIA Remembrance Day, and Veterans Day events, as required by the individual towns.

Assists in monitoring upkeep, maintenance and placement of US Flags in cemeteries with veteran's graves.

Attends all required training sessions and conferences to maintain operational readiness, currency and proficiency in carrying out the duties of a Massachusetts Veteran Service Officer. Must meet all present and future certification requirements of the Commonwealth of Massachusetts.

Must be informed, knowledgeable and provide outreach to veterans and surviving spouses on earned benefits, services and eligibility such as war bonuses, education, disabled tax abatements, annuities, and burial benefits.

Assists Veterans in enrolling in the VA Medical Care System.  
Maintains and updates various veterans rosters for all conflicts and wars.

### **Recommended Minimum Qualifications**

#### **Education and Experience:**

A candidate for this position must be a veteran in accordance with MGL Chapter 115. He/she should have a minimum of an Associates Degree or three (3) to five (5) years of related managerial or administrative experience in human relations, social service fields or business; or any equivalent combination of education or experience. Candidate must possess a valid Massachusetts Driver's License.

#### **Knowledge, Skills and Abilities:**

A candidate must have a basic understanding of the laws and regulations governing the operation of veteran's benefits.

Individual must have the ability to courteously and tactfully interact with veterans and their dependents. The successful candidate will be able to work independently, as required, and integrate fully as a veteran's services district team member.

Candidate must have strong administrative, oral and written communications skills as well as demonstrative proficiency in the use of computers.

#### **Physical and Mental Requirements:**

Employee works under normal office conditions and is required to talk, listen/hear and sit up 2/3rd of the time; stand, walk and use hands up to 1/3rd of the time. No significant lifting, pushing, or pulling is required. Equipment operated includes automobile, office machines and computer. Normal vision requirements.

Starting Salary \$40,000K – 45,000K, based on qualifications and experience. Excellent benefits.

Candidates should submit a cover letter and resume to:

Crossroads Veteran's Services District  
Six Park Row  
Mansfield, MA 02048  
Attn: District Director

Posting closes 2/24/2012 Crossroads Veteran's Services District is an AA/EOE.