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VETERANS OF FOREIGN WARS OF THE UNITED STATES  
210 GLASSMASTER ROAD, LEXINGTON, S.C. 29072 (803) 808-0317  
DEPARTMENT OF SOUTH CAROLINA

## JOB ANNOUNCEMENT :

### ◆ POSITION DESCRIPTION:

- **TITLE:** South Carolina Veterans of Foreign Wars Department Service Officer

◇ **DEPARTMENT: SOUTH CAROLINA JOB AVAILABLE DATE: JUNE 2012**

◇ **STARTING SALARY: \$25,000.00 per/year** (Negotiable, based on experience)

### ◇ SEND RESUMES TO:

- VFW Department of South Carolina  
210 Glassmaster Road  
Lexington, South Carolina 29072  
(803) 808-0317  
Fax: (803) 808-0417  
[adj@vfwsc.org](mailto:adj@vfwsc.org)

**OR**

Call the Department Service Officer Jimmy Lee Wallace (803) 647-2442 for more information

### ◆ NATURE OF WORK:

Manages the daily activities of the VFW Service Office of the Department of South Carolina at the Columbia VA Regional Office. Implements the VFW National Veterans Service *Policy and Procedure* and Department programs concerning veterans' service. Manages [leads] a staff of one in providing professional veterans representation for fulfillment of federal, state [and local] government entitlements. Assists veterans in the preparation, development, submission, and review of ratings on claims for veterans entitlements and benefits to the Department of Veterans Affairs. Reviews veterans' claims folders, develop issues for use in the appellate process, conducts the VFW Veterans Outreach Program and counsels veterans on government entitlements. Performs liaison with governmental agencies and provides assistance to the VFW National Veterans Service staff and accredited VFW service officers in policy matters pertaining to veterans' entitlements and benefits. Supervises and trains assigned service officers and staff. Responsible for recommending the Department budget for the veterans' services program.

### ◆ TYPICAL DUTIES AND RESPONSIBILITIES:

Processes inquiries from the veterans' community concerning veterans' benefits. Ensures that the appropriate forms are accurately and timely submitted. Monitors claim progression, reviewing decisions to determine appropriate courses of action to resolve unfavorable decisions.

Researches and develops appeals through coordination, outside agencies, and expert witnesses. Prepares statements on behalf of the veteran's claim or appeal. Assists the veteran in obtaining medical opinions from attending physicians and other health care professionals.

Reviews and incorporates statutes, regulations, judicial decisions, and governmental directives to ensure that veteran's interests are articulated in accordance with VFW national mandates and the National Veterans Service *Policy and Procedure*.

Supervises the service office staff in the performance of their daily responsibilities, including assigning tasks, monitoring progress, and submitting required reports. Supervises the daily office procedures employing electronic case management and automation software applications.

Maintains liaison with appropriate agencies concerning veteran's entitlements and benefits. Attends regular meetings of Department, District and Post. Performs liaison to local government agencies on veteran's legislative issues.

Develops, coordinates, implements and maintains training programs for representatives within the Department. Implements VFW's veteran's outreach programs to veteran's facilities and military installations within the Department.

Attends conferences with the requirement to articulate VFW policies concerning the veteran's entitlements program.

◆ **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

Advanced human relations and management skills are required. This position requires knowledge of specific subjects to make the incumbent very authoritative in national veteran's affairs programs. This typically includes public speaking on a particular subject, and the incumbent may frequently be called upon for views on special veteran's issues. Thorough knowledge is required on conducting interviews, completing veteran's affairs forms, and understanding Title 38 United States Code, Title 38 Code of Federal Regulations, federal court decisions, and government statutes, regulations, directives, and publications.

Position requires a minimum of an Associates Degree or three years experience in the same or related field. It is necessary to have advanced knowledge of office equipment and particularly computers to include software applications, case management techniques, and other electronic applications used in a fully automated office.

Position requires VFW accreditation with the Department of Veterans Affairs, in accordance with the National Veterans Service Policy and Procedure and successful completion of the Veterans Benefits Administration's training. Incumbent will, from time to time, be required to take recertification tests to monitor their proficiency in the laws pertaining to veteran's benefits.

◆ **SCOPE OF POSITION:**

Primary responsibility includes determining the proper application of laws, regulations, and policies pertaining to veteran's entitlements and coordinating internal and external staff resources to solve issues in the best interest of the claimant.

Position is under the direct supervision of the Department Commander and has supervisory responsibility for a staff of one professional veterans Claims and Consultant/Secretary.

Incumbent assigns work priorities and reviews results. Recommends hiring, disciplinary actions, promotions, and prepares performance appraisals.

Conducts and supervises training for all staff. Typical contacts are with members of the veterans community, the VFW National Veterans Service staff, VFW Department Service Officers, representatives of the Department of Veterans Affairs, and other legislative and federal/state agencies through written and oral communications.

Incumbent participates in the development of the Department Service Office annual budget.

◆ **WORKING CONDITIONS:**

Position functions in a typical office environment approximately 98% of the time. Domestic and local travel is required approximately 2% of the time to participate in conferences and training programs, veterans affairs hearings, staff meetings, visits to military installations, and National Veterans Service and Department meetings, as directed.

◆ **MAJOR ACCOUNTABILITIES:**

Ensures the efficient and professional operation of the Department Service Office. This could include functioning as a VFW test site whenever the Department of Veterans Affairs is developing advanced claims processing initiatives, especially those on electronic claims processing programs and software applications.

Implements an outreach program to veterans, VA agencies and active military facilities, as pertinent, in the Department of South Carolina in support of claims processing for claimant entitlements.

The above duties are both general and specific in nature and are not intended to reflect all of the duties that may be required of the incumbent.

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