

**Veteran's Agent
Town of Scituate**

This position is a 35 hour/week benefited position with the Town of Scituate. Salary range \$62,705 to \$70,945 annually DOE. Job description is below.

Please submit cover letter and resume to HR@scituatema.gov or via mail to Human Resources, 600 Chief Justice Cushing Highway, Scituate, MA 02066. AA/EEO/ADA.

Town of Scituate, Massachusetts
POSITION DESCRIPTION

Position Title: Veterans Agent

Statement of Duties

The Veteran's Agent, serving in the capacity of the Veteran's Services Officer, as designated by the Town of Scituate in accordance with M.G.L. Chapter 115, provides outreach services to veterans to educate them on available benefits and services; provides Veterans with referrals to appropriate program and services; assists Veterans with processing applications for state Veteran's benefits, including Chapter 115 financial benefits and annuity program; assists Veterans in accessing employment and other assistance; and coordinates observances including Memorial Day and Veterans Day events.

In accordance with M.G.L. Chapter 115, the Veterans Agent is appointed to a term of up to three years by the Scituate Select Board.

Supervision

Employee works under the administrative direction of the Town Administrator, working from municipal, state and federal policies and objectives. Employee establishes short-range plans and objectives; assumes direct accountability for department results. Employee consults with supervisor only where clarification, interpretation, or exception to municipal policy may be required. Employee develops and administers departmental policies, goals, objectives, and budgets and is expected to resolve all conflicts that arise and coordinate with others as necessary.

Employee has access to confidential information of department regarding the personal information of clients.

Employee supervises Veteran's Department Administrative Assistant/Clerk.

Job environment

Guidelines only provide limited guidance for performing the work. Guidelines include state laws, local regulations, organizational policies, general principles, legislation, or directives that govern the operations of the Veterans Department. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. Employee is recognized as the authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies. The work consists of employing many different concepts, theories, principles, techniques and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to the work; assessing

services and recommending improvements; planning long range projects; devising new techniques for application to the work, recommending policies, standards or criteria. Workload fluctuates unpredictably throughout the year depending on the needs of clients.

Errors may result in a delay or loss of service, monetary loss, and legal repercussions and adverse public relations to the town.

Position has constant contact with the public, clients, and other town departments for the purpose of rendering services, answering inquiries, and giving or receiving information. Contacts are usually made in writing, in person and on the telephone. Purpose of contact is to respond to requests for information and assistance.

Essential Functions

The essential functions or duties listed below are intended only as illustration 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 their dependents to determine eligibility or qualifications for benefits.

Processes applications for benefits and related paperwork as required by the State Department of Veterans Services.

Monitors client's needs as well as their obligations on an on-going basis.

Inquires as to alternative resources for the client, including Department of Employment, Social Security and Veterans Administration.

Completes reports for the Town and State in a timely manner.

Assists Veterans and their dependents with forms for agencies such as Mass. Rehabilitation and other agencies. Coordinates Memorial and Veterans Day events including the scheduling of locations and arrangements for speakers and related equipment.

Serves as caretaker of Veterans' graves in accordance with M.G.L. Chapter 115 Section 9 which stipulates that all Veteran graves are suitably kept and cared for, that US Flags are placed on Veteran graves every Memorial Day, and that appropriated funds for such care are properly monitored and expensed.

Purchases and maintains flags for Town cemeteries, bridges and flagpoles.

Assists Veterans in need of medical attention from The VA.

Prepares and verifies weekly benefits, verifies department payroll and bills payable vouchers for Department. Prepares and administers annual operating budget.

Recommended Minimum Qualifications

Education and Experience

A candidate for this position should have a Bachelor's Degree in Social or Human Services or Business Administration; 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.

Special Requirements

Must be trained and certified by the Massachusetts Veterans' Service Officers Association as a Veterans' benefits and services officer within 6 months of hire.

Must possess a valid Massachusetts Driver's License

Must be a Veteran in accordance with M.G.L. Chapter 115

Knowledge, Skills and Abilities

A candidate for this position should have a thorough knowledge of the laws and regulations governing the operation of the Veterans Department; the ability to respond sensitively to the needs of clients; and have strong administrative and oral and written communications skills. Ability to operate a computer and generate detailed and accurate reports.

Physical and Mental Requirements

Employee works in a moderately noisy office setting 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.