



# CAREER OPPORTUNITY PROFILE

**TITLE: Assistant Veterans Services Officer**  
**CLASS: Assistant Veterans Service Officer**  
**Veterans Services Office Corvallis**  
**Part-Time Regular (29 Hours)**

**Job # 201916**  
**Opens: 03/13/19**  
**Open until filled**

## **ABOUT OUR AGENCY**

Oregon Cascades West Council of Governments (OCWCOG) member agencies are located in the Willamette Valley and the Central Oregon Coast. The rugged Oregon seacoast, the high mountain passes of the Oregon Cascades, lush greenery, and the agricultural abundance of the Valley are an attractive addition to an education, employment, and cultural hub.

The Willamette Valley is positioned at the foot of the Oregon Coast Range and comprises some of the most fertile and lush farmland in the Northwest. Stretching just below the Oregon-Washington border to the city of Eugene, the Willamette Valley has long been considered the heartland of Oregon. OCWCOG serves two counties in the Valley, Benton and Linn, which contain the regions two biggest cities, Corvallis and Albany, Oregon State University, 18 smaller and diverse jurisdictions, including Lebanon and Philomath, and a multitude of housing, school, dining, and shopping option.

OCWCOG is located in the southern tip of the Valley and a one-hour drive to Portland and 40 minutes to Eugene – the region’s major airports and gateways; and, a twenty-minute drive to Salem, Oregon’s State Capitol, where many of OCWCOG’s funding agencies and partners are found. The Southern Willamette Valley is best known for its agriculture and its innovation, which include a flourishing wine industry, innovation accelerators, a growing start-up culture, high-tech industry and access to tens of thousands of students, professionals, and entrepreneurs affiliated with Oregon State University , Samaritan Health Systems, Linn-Benton Community College, Hewlett-Packard, the U.S. Department of Energy, and hundreds of other businesses, non-profits, agencies, and community partners. The Valley is divided into two distinct wine appellations, both known for their rich and robust Pinot Noir and exceptional Pinot Gris. Hazelnuts, raspberries, and Christmas trees are major exports of the Willamette Valley.

The Oregon Coast is proof of the Northwest’s amazing diversity and its 350-mile coastline is anything but mundane. The Cities of Newport and Toledo anchor OCWCOG’s presence in Lincoln County and provide access to multiple working ports, harbors, and bays, and a historic logging and fishing culture. Oceanic and atmospheric research are conducted by the National Oceanographic and Atmospheric Agency and Oregon State University among others – spinning off innovation and industry in fisheries, energy, resource management, and tourism.

## **ABOUT THE VETERANS SERVICE OFFICE**

The Oregon Cascades West Council of Governments staffs the **Benton County Veterans Service Office**, which serves over 7,000 Veterans and their dependents living in Benton County providing them direction, support, and advocacy. The Service Officer files claims for U.S. Department of Veterans Affairs entitlements, such as compensation and pension, referral, and assistance with other State and local benefits. The Service Officer is accredited by the U.S. Department of Veterans Affairs, a requirement for everyone who assists Veterans in applying for Veterans Affairs (VA) claims and benefits. All services by the Benton County Veterans Service Office are free.

## **GENERAL INFORMATION**

***This announcement will remain open until filled; however, the application screening process is expected to begin on or about March 27, 2019. Therefore, at the agency’s discretion, materials received after March 27, 2019 may not receive consideration.***

This position is represented by the Service Employees International Union (SEIU) Union. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check, and the information will be shared with Human Resources. Any criminal history will be reviewed and could result in the withdrawal of the offer or termination of employment.

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### **JOB SUMMARY**

Performs specialized eligibility functions including initial eligibility determinations for VA compensation, pension, medical benefits, annual income/medical expense reviews. Works with related Veterans Administration rules, regulations and forms and computer programs. Serves as primary backup to Veterans Service Officer.

### **QUALIFICATIONS, REQUIRED AND REQUESTED SKILLS**

- Determines benefits eligibility for veterans, their dependents and survivors for a variety of claims types including compensation, pension, survivor benefits, medical enrollments, home loan guarantys, and education programs.
- Counsels clients on basic knowledge of U. S. Department of Veterans Affairs programs.
- Processes required paperwork associated with claims for veterans, their dependents and survivors.
- Obtains, analyzes and organizes military service information, medical history, finances, assets, and other pertinent information for claims submissions.
- Assists client with annual Income Verification reports and medical expense reports.
- Assists clients who have overpayments with requests for waiver and/or compromise.
- Audits client files to ensure appropriate resolution by VA.
- Maintains case files and ensures documentation is adequate for VA purposes.
- Ensures claims are filed in a timely fashion and required VA deadlines are met.
- Reviews and analyzes a wide variety of administrative instructions from other agencies.
- Performs data entry in various computer programs and systems.
- Makes appropriate referrals to other agencies.
- Advises clients and provides information about transportation to VA medical facilities.

### **MINIMUM QUALIFICATIONS**

#### **Experience & Training**

Graduation from a four-year college or university with at least two years experience in a service related job; OR, accreditation as a CVSO for one year; OR, any satisfactory equivalent combination of education, experience and training which demonstrates the knowledge, skills and abilities necessary and required in order to perform the duties of the job.

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

- Knowledge of Veterans' benefits programs including compensation, pension, survivor benefits, medical systems, education; activities of other agencies which provide services to veterans;
- Knowledge of functions and scope of public and private agencies and institutions providing social support services to Veterans;
- Knowledge and familiarity with problems and issues confronting Veterans and clients with disabilities in the local community;
- Ability to effectively communicate, both orally and in writing;

- Ability to work independently and handle multiple projects;
- Ability to compute and process required paperwork and recognize mathematical errors;
- Ability to effectively interview clients to determine program eligibility;
- Ability to work effectively with clients and to use good judgment in handling individual case problems;
- Ability to interact and work effectively with representatives of other agencies and members of the public;
- Ability to exercise good time management skills in order to accomplish both daily tasks and on-going projects;
- Knowledge of confidentiality rules regarding client and provider records;
- Ability to understand and apply verbal and written operating instructions, guidelines and procedures and to initiate suggestions for appropriate involvement;
- Ability to operate a personal computer; experience with Microsoft programs including Word, Excel, Access, Calendars, Outlook, etc.
- Ability to interact sensitively with Veterans, the elderly and/or persons with disabilities;
- Ability to assess and diffuse hostile/irrational situations in person or telephone;
- Ability to research, interpret and implement U. S. Code of Federal Regulations Titles 38 and 10; Oregon Administrative Rules, and VA Manuals;
- Ability to operate a variety of standard office machines and equipment.

#### Special Qualifications

Possession of Valid Oregon Driver's License or have ability to obtain reliable transportation in order to travel throughout the assigned area. Accreditation with Oregon Department of Veterans Affairs (ODVA) within two years from date of hire. Position requires successful completion of a criminal history and driving record check.

This job summary in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills and abilities. To successfully perform this job, the employee will possess the abilities or aptitudes to perform each duty proficiently.

#### WORKING ENVIRONMENT

Work is performed primarily in an office environment utilizing a personal computer, telephone and a variety of office equipment. Position requires sitting for long periods of time and performing extensive telephone and computer work. Occasional travel to various meetings and trainings is also required.

#### COMPENSATION PACKAGE

Starting salary is \$19.43 - \$21.41/hourly DOQE. A step increase may be awarded upon successful completion of a probationary period (typically six months), and then annually thereafter to the top of the range. OCWCOG offers an attractive benefits package including:

- **Retirement** – OCWCOG pays both the employer's percentage, and employee's six percent (6%) contribution into the Oregon Public Employees System (PERS). In addition to PERS, OCWCOG pays into Social Security.
- **Insurance** – For select plans, OCWCOG currently pays one hundred percent (100%) of the insurance premiums for the employee and their eligible dependents. The insurance package includes medical, prescription, dental and vision coverage, alternative care, life, accidental death and dismemberment, as well as long-term disability.

- **Holiday Leave** – OCWCOG provides ten and one half (10 ½) fixed holidays, plus two (2) personal days during each fiscal year.
- **Additional Benefits** – Deferred compensation options, Long-term care Insurance, Employee Assistance Program, Credit Union memberships, and options to participate in pre-tax Health Savings Account or Flexible Spending Account.
- **Sick Leave** – Full-time employees accrue eight (8) hours of sick leave each month.
- **Vacation Leave** – Full-time employees accrue vacation leave each month according to the following schedule:
 

- 0-36 month	– 8 hours/month
- 37-72 months	– 10 hours/month
- 73-144 months	– 14 hours/month
- 145 months & above	– 16 hours/month

### **TO APPLY**

An application and detailed job description is available at [www.ocwcog.org/careers](http://www.ocwcog.org/careers). **You must submit the following application materials:**

- An **OCWCOG Employment Application**.
- A **current resume** that clearly describes your experience, skills, and/or knowledge related to the requirements of the position and demonstrates that you meet qualifications of the position listed above.
- A **cover letter** explaining how your background, experience and training qualify you for this position. **Please describe your experience and training specifically as they relate to the Desired Attributes.**
- If you are an eligible veteran and wish to claim veterans' preference points AND you also meet the minimum qualifications for this position, the points will be added to your score. To receive veterans' preference points, you **MUST** attach to your application materials the following required documentation:
  - A copy of your DD214/DD215 form; OR a letter from the US Dept of Veteran's Affairs indicating you receive a non-service connected pension for the five (5) point preference.
  - A copy of your DD214/DD215 form; AND a copy of your veteran's disability preference letter from the Dept. of Veterans' Affairs for the ten (10) point preference.

**The first review of applications will on or around March 27th, 2019. For immediate consideration, apply now. Only complete applications will be considered.** Be sure to attach any required documents. The selection process will consist of a review of the materials provided and an evaluation of experience and training. Candidates most closely matching the desired attributes will be invited to interview.

### **SUBMIT TO**

Oregon Cascades West Council of Governments  
 Human Resources Department  
 1400 Queen Ave SE, Suite 201  
 Albany, Oregon 97322

You may **E-MAIL** your application materials to us at [hrrecruit@ocwcog.org](mailto:hrrecruit@ocwcog.org). **In the subject line please include the position title and the posting number.** By electronically submitting your application, you agree to the conditions stated in the certification and signature section of the application, which is enforceable as if you had signed. You will receive confirmation of receipt only if you submit via e-mail.

**FAX** to 541-967-6123. We are unable to verify receipt of faxed applications. OCWCOG is not

responsible for material that is illegible or missing because of transmitting by fax or which may be lost through the mail.

EQUAL OPPORTUNITY EMPLOYER