



# **CAREER OPPORTUNITY PROFILE**

**Job # 201935**  
**Opens: 8/1/2019**  
**Closes: Until Filled**

**TITLE: Veterans Service Officer**  
**CLASS: Veterans Service Officer**  
**Program: Community Services Program**  
**Position Type: Full-time**

## **ABOUT OREGON CASCADES WEST COUNCIL OF GOVERNMENTS (OCWCOG)**

OCWCOG manages a variety of local, State, and Federal programs to serve residents, local governments, and businesses in our tri-County Region. OCWCOG is recognized by the State of Oregon as an Area Commission on Transportation (ACT) and a Type B Medicaid Transfer Agency. Additionally, the association is recognized by the Federal Government as an Area Agency on Aging (AAA), an Economic Development District (EDD), an Economic Development Revolving Loan Fund Coordinator, a U.S. Department of Agriculture Revolving Loan Agency, and staffs the two Metropolitan Planning Organizations (MPOs) in the Region. These designations increase OCWCOG's ability to serve our communities' needs.

As an Oregon intergovernmental entity, in addition to the programs and services that OCWCOG is required by State or Federal contract to provide, OCWCOG helps businesses find appropriate capital; facilitates seniors and persons with disabilities plan for independent living; coordinates local road improvement priorities; and assists with administration and technical support for its member governments.

Each program works towards OCWCOG's mission of helping the Region's communities collaborate to solve problems and connect member governments, businesses, and individuals with a wide array of resources.

## **ABOUT THE AREA**

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.

Only 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 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 October 21, 2019. Therefore, at the agency's discretion, materials received after October 21, 2019 may not receive consideration.***

This is a management position: If you are hired, you will become part of the OCWCOG's management team.

Possess a valid Oregon Driver's License, or have the ability to obtain reliable transportation in order to travel throughout the three-county area is required.

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.

## **ABOUT THE POSITION**

Provides assistance, advice, and counseling to veterans in Benton County, their dependents and survivors, related to veteran's benefits provided by local, state, and federal government programs.

Performs position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work related-associations. Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrates positive acceptance of constructive feedback and suggestions, in an effort to strengthen work performance. Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

## **QUALIFICATIONS REQUIRED AND REQUESTED SKILLS**

### **ESSENTIAL JOB DUTIES**

- Selects, trains and supervises personnel engaged in veteran's services activities. Reviews workloads, reports and records, personnel assignments and status of ongoing work and various projects in order to plan and evaluate staff activities.
- Advises veterans, their dependents and survivors, on benefit programs provided by local, state, and federal government agencies; interprets program regulations, eligibility criteria, and procedural requirements; maintains knowledge of current veteran's benefits programs.
- Receives, reviews, and processes applications for veteran's benefits. May counsel and assist veterans in filing claims, applications, and correspondence with state and federal veteran's service programs.
- Intervenes in crises such as medical, psychiatric, and financial emergencies to facilitate resolution through appropriate referrals.
- When requested, conducts public information programs to disseminate general information

- pertaining to veteran's benefits.
- Develops and maintains working relationships with other veteran's service agencies and veteran's fraternal organizations. May act as a liaison between the department and other agencies serving veterans.
- Assists with preparation of program budget; monitors and tracks fiscal expenditures.
- Maintains records regarding assistance provided; prepares required reports.

### **OTHER JOB DUTIES**

- Represents program at local, regional and state meetings, providing information and professional consultation as required.
- Provides informational public speaking for community organizations or groups.
- Attends training, community and agency meetings as appropriate and/or as assigned.
- Performs other related duties as assigned by supervisor.

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

#### **Experience & Training**

- Completion of two (2) years of college level training with major course work in social services, business management, or related areas; and two (2) years' experience directly related to the duties and responsibilities of the classification including at least one (1) year of supervisory experience. (Further education may be substituted on a year-for-year basis for a maximum of two years' experience); OR,
- Accreditation as a VSO for one year, OR
- Any satisfactory equivalent combination of experience and training which demonstrates the knowledge, skills and abilities in order to perform the duties of the job.

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

- Considerable knowledge of current federal and state legislation pertaining to benefits to veterans;
- Considerable knowledge of veterans' benefit programs and activities of other agencies which provide services to veterans;
- Considerable knowledge of legal documents and military personnel records necessary to substantiate benefit claims;
- Considerable knowledge of the veterans administrative practices and laws;
- Considerable knowledge of confidentiality rules regarding client and provider records, investigations, including HIPAA regulations;
- Ability to carry out data entry, spreadsheet, and word processing tasks on a personal computer;
- Ability to effectively interview clients to determine benefits eligibility;
- Ability to compute and process required paperwork and recognize mathematical errors;
- Ability to interact and work effectively with representatives of other social agencies and members of the public;
- Ability to motivate, train and supervise staff; and ability to apply problem solving techniques;
- Ability to effectively communicate both orally and in writing;
- Ability to work independently.

#### **Licenses, Certificates, & Other Requirements**

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

## **MENTAL & PHYSICAL JOB SKILLS**

***N = Never (0%)***

***O = Occasionally (21 to 50%)***

***C = Continuously (81 to 100%)***

***R = Rarely (1 to 20%)***

***F = Frequently (51 to 80%)***

### **Mental**

(C) Interpersonal Skills

(F) Basic Math (add, subtract, multiply, divide)

(R) Advanced Math (analysis, statistics, significant data or number manipulation)

(C) Written English communication

(C) Coordination of multiple tasks

(C) Initiative

(C) Detail/Accuracy

(C) Reasoning/Judgment/Decision Making

(F) Creativity

(F) Brainstorming/Concept

(F) Research

(C) English Comprehension

(C) Memory

(C) Organization/Planning

(F) Adapting to constant change

(C) Teamwork

(C) Timeliness

(F) Presentation/Teaching

(F) Selling

(C) Negotiation

(C) Client/Service Skills

(F) Persuasion

(F) Mentoring

(F) Management of Stress

### **Physical**

(F) Standing

(F) Sitting

(O) Walking

(O) Stooping

(R) Kneeling

(N) Crawling

(N) Climbing

(F) Talking

(C) Hearing

(O) Reaching

(F) Handling

(C) Eye/Hand coordination

(C) Repetitive motions/hands/wrists

(N) Repetitive motions/feet

(F) Acute color

(N) Tasting/smelling (C) Vision (1-10 ft.)

(F) Vision (10-20 ft.)

(R) Long-range vision(20+)

(N) Pushing

(N) Pulling

(O) Lifting **5 lbs/day**

(O) Carrying **5 lbs/day**

## **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 computer work. Occasional travel may be required to attend meetings or run errands for the program.

## **COMPENSATION PACKAGE**

Starting salary is \$21.12-\$23.19/hourly based on classification DOQE. A step increase will be awarded upon successful completion of a probationary period (typically six months), and then annually thereafter to the top of the range. If position is less than 40 hours per week, leave benefits will be prorated. 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 care.
- **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 to be considered as a viable candidate:**

1. An **OCWCOG Employment Application**, completed and signed.
2. 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.
3. 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.
4. **Supplemental Questions.** Submit your response via a word or PDF document. Please be as specific as possible.
    - Describe a time when your position was comprised of multiple roles, for example client service, supervision, and administration. How did you balance the priorities for each role?
    - Describe a time you directed others work, what methods did you use, what was successful, what did not work and how did you adjust your methods?
    - Describe a time in your career when you felt stifled or stagnant, how did you overcome this, what was the result?

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 [hrrcruit@ocwcog.org](mailto:hrrcruit@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

Cascades West Center, 1400 Queen Ave., SE Suite 201, Albany, Oregon 97322

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