

# Town of Stoneham

Office of the  
Town Administrator



Human Resources  
(781) 279-2620

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## Job Description

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Job Title: Veterans Services Officer  
Department: Veterans Services  
Supervision: Town Administrator  
Scheduled Hours: 35 hours per week  
Union Affiliation: SCEA  
Salary/Grade: 44

**Statement of Duties:** The Veterans Services Officer performs administrative and professional work in planning, organizing and carrying out programs to meet the economic and medical needs of military veterans, their dependents and the public in accordance with State and Federal laws and regulations. The employee is required to perform all similar or related duties.

**Supervision Required:** The employee works under administrative direction of the Town Administrator in accordance with Massachusetts General Laws Chapter 115 and CMR 108. The employee plans, prioritizes and carries out regular work in accordance with standard practices and previous training; employee establishes short-range plans and objectives and assumes direct accountability for department results; Consults with the State Department of Veterans Services and the Veterans Administration where clarification, interpretation, or exception to state policy may be required. The employee is also expected to attempt to resolve all conflicts which arise and coordinate with others as necessary.

**Confidentiality:** The employee has regular access at the departmental level to confidential information such as client records.

**Supervisory Responsibility:** The employee as a regular part of the job is not required to supervise other department employees.

**Judgment:** Guidelines provide direction to perform the essential function of the position. They may be in the form of administrative or organizational policies, general principles, legislation or directives that pertain to a specific to 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. The employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies.

Veteran's Department  
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**Complexity:** The work consists of a variety of duties which generally follow standardized practices, procedures in accordance with State and/or Federal regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

**Work Environment:** The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not physically unpleasant. Does make frequent trips to Boston.

**Nature and Purpose of Public Contact:** Duties involve constant contact with local, state and federal government officials, community leaders and any other individuals to protect and promote the client's and the municipality's overall interest. Employees must possess a high degree of diplomacy and judgment and must be able to work effectively with and influence all types of persons. Duties require a well-developed sense of strategy and timing in representing the municipality effectively in critical and important situations that may influence the well being of the department's clients.

**Accountability:** The nature of administrative or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, adverse public relations, monetary loss, delay of service delivery, missed deadlines or legal repercussions to the Town.

**Occupational Risk:** Duties present little potential for injury to the employee. Risk exposure is similar to that found in typical office settings.

**Essential Functions:**

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

Meets with veterans, spouses, and their dependents to determine eligibility or qualifications for financial, medical and administrative assistance; processes application forms in accordance with Federal and State agency guidelines.

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

Monitors client's needs as well as their obligations on an on-going basis; as Veterans Burial Agent is responsible for providing burial services for veterans and their dependent children who are without sufficient funds; oversees the graves registration process.

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

Prepares required reports for the Town, state and federal government.

Assists veterans and spouses in need of medical attention from the Veterans Administration.

Prepares and verifies monthly benefits, prepares department payroll and bills payable vouchers; prepares and administers the state formula grant.

Prepares and administers the annual department operating budget.

Organizes and coordinates memorial activities of veterans including Memorial and Veterans Day parades.

Works with veterans in the community to find housing, furniture, food, transportation and other needs as necessary; serves as the Mayor's liaison to related organizations and governmental institutions.

Required to attend workshops and/or seminars in order to stay abreast of changes in state and/or federal rules, regulations and program services for veterans and their dependents.

### **Recommended Minimum Qualifications:**

**Education and Experience:** Bachelor's Degree or equivalent master craftsman level of trade knowledge; a minimum of five to seven (5-7) years of related experience; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

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**Special Requirements:** Honorably discharged veteran in accordance with State Law. As a condition of employment, the employee must be CORI certified and successfully complete a pre-employment physical examination.

### **Knowledge, Abilities and Skill**

**Knowledge:** Working knowledge of applicable State and Federal veteran service laws or regulations, other applicable local, state and federal Agencies and other non-profit programs that provide support to veterans and their dependents. Knowledge of office software, social media, the Internet and web sites in support of department operations.

**Ability:** Ability to meet and deal with the public effectively and appropriately; ability to handle problems and emergencies effectively; ability to communicate clearly, both orally and in writing; ability to operate a computer; ability to maintain confidential information; ability to maintain, manage, and organize records; ability to deal appropriately with clients, Town employees, Town officials, other governmental agencies and the public. Ability to identify and seek financial or medical assistance for elderly and their families.

**Skill:** Excellent organizational skills; excellent data processing skill in the use of personal computers and office software including word processing and spreadsheet applications; effective counseling and diplomacy skills when dealing with veterans or their spouses with sensitive, personal issues; skilled in advocacy and mediation; must have empathy with veterans and spouses.

### **Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

**Physical Skills:** Little or no physical demands required to perform the essential functions of the position. Occasionally, work may require the employee to lift and/or carry objects such as office equipment.

**Motor Skills:** Duties are largely mental rather than physical, but the job may occasionally require basic motor skills to perform activities such as moving objects, operating a telephone system, personal computer and/or most other office equipment, and operating a motor vehicle.

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**Visual/Auditory Skills:** The employee is required to routinely read documents, personal computer screens and written reports for general understanding and for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is not regularly required to determine color differences.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*

\_\_\_\_\_  
Town Administrator

\_\_\_\_\_  
Date

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SCEA President

\_\_\_\_\_  
Date

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