

Veterans of Foreign Wars Department of New Mexico

TITLE: Department Service Officer

Manges the daily activities of the Veterans of Foreign Wars Department of New Mexico Service Office at the VA Regional Office in Albuquerque, NM, by preparing and submitting claims and appeals for veteran's entitlements & benefits, maintains and generates monthly National Service Officer reports and daily attendance records, implements VFW National Veterans Service Policy and Procedures, supervises a staff of one Claims Consultant. The position of Department Service Officer falls under the direct supervision of the Department's Veterans Service Committee, subject to the approval of the Council of Administration and National Service Committee.

Essential Duties:

- Determines proper application of laws, regulations, and policies pertaining to veterans' entitlements, and coordinates internal and external staff resources to address issues as they arise
- Assist veterans, dependents and survivors in timely preparation, development, submission, and review of ratings claims
- Supervises and trains all District and Post Service Officers and their staff across the Department
- Provides input into the development of the annual veterans' service program budget
- Implements annual veterans service program budget
- Processes inquiries from veterans concerning available benefits
- Research and coordinate appeals process with agencies and experts both inside and outside the agency, including assisting veterans with obtaining medical opinions
- Attend regular meetings at Department, District, and Post level to articulate VFW policies on entitlement program

Requirements:

- Eligible for VFW membership
- Background check and ability to be bonded
- Associate degree or equivalent experience
- Enhanced skills in communication and human relations, as well as the ability to work effectively with a diverse client base
- Experience with public speaking and making presentations
- Working knowledge of the principals and practices of office management, work organization and supervision. Must have the ability to organize and meet deadlines
- Proficient in common computer applications and the use of technology in a fully automated office
- Must be able to attend and pass National Veterans Service Accreditation training twice annually

Working Environment:

- Position functions in a normal office environment 95%
- Domestic and local travel is required 5% to include but not limited to: conferences, conventions, training, veterans' affairs hearings, staff meetings, and National Veterans Service and Department meetings/trainings as directed
- Other duties as assigned

Applications can be emailed to madecker19020@yahoo.com. All applications must be received by COB Friday June 25, 2021.