

TITLE: **Administrative Veterans Service Officer – Department of Arizona**

SUMMARY: The Administration Veterans Service Officer is a multi-faceted position that provides comprehensive support to veterans and their families while assisting in the administrative and operational management of the American Legion Department of Arizona headquarters. Responsibilities include answering telephones, assisting veterans and their families, providing guidance on VA benefits and claims processes, providing customer service, researching information, maintaining records and assisting with the oversight of departmental functions. While this role reports to and assists the Department Adjutant, the role is distinguished by performing administrative support work that involves greater variety, complexity, sensitivity, visibility and autonomy. The Administrative Veterans Service Officer is part of an organization that serves over 119 posts and 34,000 members and is part of a team of dedicated professionals committed to building and maintaining a highly engaged work team.

QUALIFICATIONS High school diploma or equivalent degree required. Associates or Bachelors degree in business preferred.

A valid vehicle operator's license is required and must be willing and able to travel and work outside of regularly scheduled office hours.

Must be honorably discharged from one of the branches of the armed services of the United States and is currently a member of the American Legion Department of Arizona in good standing.

Have at least two (2) years of supervision and office management experience preferred, to include website content management and knowledge and experience with social media platforms.

Knowledge of The American Legion, including policies, procedures and organizational structure.

Ability to obtain training and accreditation by The American Legion and the Department of Veterans Affairs within one (1) year from the date of appointment and maintain accreditation in accordance with 38 CFR requirements.

ESSENTIAL FUNCTIONS:

1. Develop and manage delivery of a training program for Post and District Service Officers to enhance veteran support statewide.
2. Respond to inquiries from veterans and their families via phone, email, and in-person, providing expert guidance on VA benefits, claims processes, and community resources. To include facilitating referrals to healthcare providers, housing assistance, and other support services, maintaining accurate and confidential records of interactions.
3. Maintains contact with all veteran service organizations and governmental agencies such as Department of Employment Security (DES), Department of Human Services, Department of Labor and the Veterans Administration providing services to veterans and their dependents.
4. Participate in Department and National conferences, conventions and training seminars/workshops to stay informed on VA regulations and benefits programs.
5. Compile and provide a monthly report to the Department and National Headquarters summarizing Post and District Service Officer activity. Maintain a database, generate reports and analyze trends to identify opportunities for improvement of veteran services.
6. Must be able to use all available technology the VA uses to serve veterans. Maintain accurate and confidential records of interactions in accordance with Health Information Portability and Accountability Act (HIPAA) requirements.
7. Assist veterans in the preparation of formal claims and compiles appropriate supporting documents and evidence in support of claims for presentation to appropriate agency; learns to review denied claims and to assist veterans and their dependents in preparing rebuttals to adverse benefit decisions for presentation to the claim service for prosecution.
8. Assist the Department Adjutant in managing correspondence, maintaining records and coordinating meetings, conferences and conventions.
9. Support general office operations, including scheduling, coordination, and supply management. Assist department and post level leadership with membership processes utilizing mylegion and personifygo databases.
10. Contribute to the Department's online presence by creating content for the azlegion.org website and social media platforms, focusing on veteran services, VA benefits and Department activities. Efforts will include authoring informative articles and updates for publication. Submit articles of interest to National publications.

SKILLS, KNOWLEDGE AND ABILITIES:

1. Working knowledge of database software required
2. Ability to generate reports using various computer applications
3. Exceptional interpersonal and customer service skills, using tact, patience and courtesy over the phone and in person required.
4. Strong oral and written communication skills with the ability to multi-task.
5. Establish and maintain cooperative and effective working relationships with others.
6. Proficient in Microsoft office Suites and applications to include Excel, Word, PowerPoint, Outlook and Teams.
7. Proficient with social media and open-source platforms to include but not limited to Facebook, Instagram, TikTok, Indeed, LinkedIn, YouTube, Signal, and WhatsApp.

PHYSICAL DEMANDS:

This job may require lifting objects that exceed 20 pounds, with frequent lifting and/or carrying of such objects as manuals, file boxes and laptop computer equipment. Other physical demands that may be required are as follows:

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| 1. Talking | 6. Pushing and/or pulling |
| 2. Hearing | 7. Climbing |
| 3. Seeing | 8. Stooping and/or kneeling |
| 4. Walking/Mobility | 9. Reaching |
| 5. Driving | |

TEMPERMENT (Personal Traits)

1. Adaptability to perform various duties, often changing from one task to another of a different nature without loss of efficiency or composure.
2. Adaptability for accepting responsibility for direction, control, or planning of an activity.
3. Adaptability for dealing with people who may be under considerable stress and/or dissatisfied with current conditions.
4. Adaptability for generalizing, evaluations or decisions based on sensory or judgmental criteria.

CAPACITY AND ABILITY REQUIREMENTS:

Specific capabilities may be required of an individual in order to learn or perform required tasks and duties.

1. *Intelligence*: The ability to understand instructions and underlying principles. Ability to reason and make judgments.
2. *Verbal*: The ability to understand meanings of words and the ideas associated with them.
3. *Numerical*: The ability to perform arithmetic operations quickly and accurately.
4. *Manual Dexterity*: Ther ability to move hands and manipulate small objects with fingers rapidly and accurately.
5. *Data Perception*: The ability to understand and interpret information which may be presented in the form of graphs, charts, or tables.

WORKING CONDITIONS:

Work is routinely performed in an office environment, however statewide travel in support of over 119 posts and 34,000 members is required.

GENERAL REQUIREMENTS:

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this position. They are not intended to be a complete list of responsibilities, duties and skills required of personnel assigned.

APPLICABLE LAW:

The American Legion, Department of Arizona is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, color, religion, national origin, age, disability or veteran status.