

Ionia County Veterans Service Officer

Part Time 20/hr Week Position Description

1. General Summary of Function/Purpose of Position

The Michigan Veteran Service Officer (MVSO) will serve as a resource within MVAA providing assistance to veterans and eligible family members in order to maximize the receipt of services and benefits. The MVSO also serves as the liaison to other federal, state and county agencies in matters related to Veteran services and benefits at the direction of the State Administrative Manager.

2. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 70

This position performs case management duties, researches, collects, consolidates, analyzes and maintains program data necessary for veterans and family members to obtain maximum benefits. Interprets existing and proposed laws, policies and procedures as they relate to the coordination of benefits at the experienced level and other related services for veterans and eligible family members. Assists with proposing, developing, and preparing policy materials, operation manuals and supporting training instructions.

Individual tasks related to the duty:

- Interviews veterans and families to assess needs and eligibility for state and federal benefits with available Veterans within the state of Michigan.
- Gather information in areas of medical treatment, disability compensation, insurance, pension, debt management, education, training and rehabilitation.
- Provide assistance in the completion of forms and advise veterans of documents required to support benefit claims Assist with file document claims and formulate appeals.
- Assists with preparation of financial statements and interpret the correlations of Social Security, military retirement, other income and net worth affecting United States Department of Veterans Affairs (USDVA) Debt Management Agency.
- Prepares financial reports to support Veteran's request for waiver, postponement, compromise offers, or repayment plan for benefit overpayments.
- Counsels and assists Veteran in utilization of appropriate resources, identifies deficiencies and develops a strategy to initiate actions necessary to obtain maximum benefits.
- Serves as an advocate for veterans including representation before the Board of Veterans Appeals in order to maximize services and benefits for eligible veterans and their families.
- Makes referrals to other agencies and resources.

Duty 2

General Summary:

Percentage: 20

Assists with outreach based events with coordination through community based veteran's programs to ensure that the programs are aware of the benefits afforded to veterans. Develop relationships with community groups to ensure veterans in those groups are receiving benefits and are enrolled with the US Department of Veterans Affairs Veterans Health Administration. Attends events in the community to enroll and educate Veterans on the benefits process.

Individual tasks related to the duty:

- Identifies groups in the community that work with veterans or is populated with veterans.
- Assists with coordination of local groups and communities to attend events to educate veterans and groups.
- Provides technical knowledge to veteran advocate groups on the benefits process.
- Coordinates with MVAA Veteran Engagement Officers to provide assistance to local groups with a focus on veteran community service provision.

Duty 3

General Summary:

Percentage: 5

Serves as liaison between county veteran counselors and US Department of veterans Affairs Regional Office of Jurisdiction. Interprets existing and proposed laws, policies, and procedures as they related to service area. Conducts research and analysis, prepares reports, and provides recommendations on related program activities and other duties as assigned.

Individual tasks related to the duty:

- Attend meetings as required.
- Provide program area/project support with Strategic Outreach Initiatives.

Duty 4

General Summary:

Percentage: 5

Other duties and tasks as assigned.

Individual tasks related to the duty:

Other duties and tasks as assigned.

3. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

MVSOs must consistently and conscientiously exercise sound, equitable judgment in applying stated laws, regulations, policies and procedures to ensure accurate decisions are provided on all claims for benefits administered by the U.S. Department of Veterans Affairs. All these decisions can influence a Veteran's or their dependent's claims for benefits with a potential to adversely impact the departments performance.

4. Describe the types of decisions that require the supervisor's review.

Decisions beyond the scope of authority delegated to the position.

Timely processing of veterans claims is of paramount importance with a direct correlation to customer satisfaction. Difficulties regarding change or work pressure, to handle differences of opinion in a professional manner and to follow instructions conscientiously.

Knowledge of whether a claim, issue, or argument is frivolous in nature to prevent knowingly presenting or prosecuting a fraudulent claim before the US Department of Veterans Affairs. Cases of incompetent, minor, or otherwise incapacitated person without guardians.

5. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Primarily computer based office work, sitting and standing. May also be required to do extensive travel in the field to assist with MVAA activities.

6. What are the essential functions of this position?

The Michigan Veteran Service Officer (MVSO) serves as an advocate for Veterans providing advice and assistance in order to maximize the receipt of services and benefits for Veterans and their eligible family members. The MVSO also serves as the liaison to other federal, state and county agencies in matters related to Veteran services and benefits at the direction of the State Assistant Administrator.

7. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

N/A

8. What is the function of the work area and how does this position fit into that function?

The mission of the MVAA is to serve as the central coordinating point, connecting those who have served in the United States Armed Forces and their families to services and benefits throughout the State of Michigan. MVAA Veteran Service Officers help veterans and their family members gain access to the benefits and services they have earned and provide advice and assistance to veterans as they transition through the stages of their lives.

2. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Recommended possession of a bachelor's degree in any major.

EXPERIENCE:

Alternate Education and Experience

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Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the principles and practices of research and analysis.

Knowledge of the principles of administrative management, including budgeting techniques, office procedures, and reporting.

Knowledge of the tools of management, such as methods development, cost analysis, procedural manuals, training materials, operating controls, records and reports, and studies applicable in evaluating programs or services.

Knowledge of the principles and methods of research, statistics, operational analysis, cost analysis, and finance of public and private programs.

Knowledge of the initiation, development, accomplishment, and evaluation of public programs or services.

Knowledge of the economic, social, political, and business conditions of the state. Knowledge of the legislative process and governmental organization and structure.

Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis. Ability to analyze and assess operations from the standpoint of management controls, systems, and procedures. Ability to establish program or service procedures, policies, or guidelines and to relate these to objectives.

Ability to prepare requests for proposals and program agreements. Ability to organize, evaluate, and present information effectively.

Ability to interpret laws, rules, and regulations relative to the work.

Ability to formulate plans, procedures, and controls in a program or service area. Ability to learn and utilize computer processes.

Ability to design forms.

Ability to maintain favorable public relations.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

Must be able to be accredited by a Veteran's Service Organization certified by the USDVA as a result of completing a Basic Benefits Course and the Training, Responsibility, Involvement, and Preparation of Claims (TRIP) Program.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Chad Shaw

09/21/2026

Supervisor

Date