

Veteran Service Officer Job Description

A Veteran Service Officer (VSO) is an individual who advocates for Veterans' benefits on the County, State, and Federal levels. VSO 's should be proficient in areas of customer service and technical knowledge and law as it pertains to the Veterans Administration (VA). They should also be empathetic, understanding, helpful without bias, and have general understanding, knowledge, and willingness to learn about the human body and its systems and functions.

Job duties would be performed under typical office conditions and include creating a budget, compiling inventory of office equipment, filing paperwork on behalf of clients, and retaining client files as mandated by State and Federal laws. Applicants must be able to operate an automobile and be willing to drive veterans to various medical facilities, if needed. They must also have knowledge of computers, telephones, and standard office machines and have a general understanding of computer programs or the willingness to learn. Outreach work is occasionally needed which will be conducted in the field with exposure to various weather conditions along with the hazards associated with community outreach sites.

Other VSO duties also include contacting veterans, community members, and town departments, boards, supervisors, commissioners and other professionals. Contacts are made by phone, in person, and in writing and require discussing technical and administrative matters. VSO's have access to confidential information including personal information about veterans, and therefore, should have high moral standards and integrity to keep information confidential.

VSO's conduct interviews with veterans, dependents, widows and widowers, and advise them of their rights under Veteran benefit acts as well as providing referrals to other agencies to help meet client needs that cannot be met by the VA.

VSO's shall have served on active duty in the armed forces of the United States, other than active duty for training. They must have an honorable discharge, be a resident of the State of Nebraska continuously for at least one year prior to assuming such a position, be able to pass an accreditation test, and follow up with continued education each year.