

**Job Description: Non-Union Position
Town of Pembroke, Massachusetts**

Position Title

Veteran's Agent

SB

Essential Functions:

- Administers various veterans benefits programs available to veterans and their dependents, including pensions, compensation, hospitalization, housing, education, burial and other benefits under Massachusetts General Laws and through Veterans' Administration programs
- Processes applications for veterans' benefits through state and federal means
 - interviews applicants for eligibility
 - investigates the necessities and qualifications of claimants
- Prepares weekly payroll for recipients
- Prepares applicant reimbursement reports and submits them to applicable State agencies
 - Ensures applications and reports conform to Federal and State regulations
- Provides counseling to veterans and their dependents
 - Refers veterans to appropriate agencies or service providers
 - Assist veterans in completing necessary applications and other forms and in acquiring documentation needed to prove eligibility
- Performs varied and responsible duties ranging in nature from routine to complex, requiring strict adherence to State and Federal laws
- Administers benefits and other assistance services to veterans and their dependents

Job Environment:

Work is performed under typical office conditions, with moderate noise levels. Makes constant contact requiring patience, tact and discretion with veterans and their dependents. Makes frequent contacts with social service agencies, Federal and State agencies, civic groups, and various Town departments concerning services to veterans and reporting of activities and transactions.

Supervision:

- Reports to the Town Administrator
- Work is accomplished in accordance with Massachusetts General Laws, and rules and regulations of the United States Veterans' Administration

Essential Functions:

- Administration and social welfare work in directing and coordinating the operations of the Veteran's Services Office

Education and Experience:

- High school diploma

Special Requirements:

- Ability to juggle several priorities simultaneously
- Honorably discharged veteran

Knowledge:

- Thorough knowledge of State and Federal laws pertaining to veterans and their dependents, specifically Massachusetts General Laws, Chapter 115 and its amendments
- Working knowledge of the methods and principles of veterans' benefits, assistance, case work, administration, and available resources

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.