

## **Position Title: Assistant State Service Officer/Claims Consultant (ASO/CC)**

The VFW Oregon Regional Veterans Service Office provides Claims Assistance, Support and Advice to Oregon Veteran/Clients and their families. The Service Office typically serves 50 to 100 veterans per week with claims, appeals and advice. The Administrative Assistant is a key role in ensuring the Veteran/Client is served in a timely and respectful manner.

*NOTE: Assistant State Service Officer is a member in good standing of the Veterans of Foreign Wars of the US. A claims consultant is either not a member, does not meet membership eligibility requirements, or is not a veteran of the US Armed Forces. There is no difference in Pay or Duties.*

### **NATURE OF WORK:**

The Assistant State Service Officer/Claims Consultant advises veterans on Veterans Benefits, Claims and Appeals. The ASO files claims and appeals for Veterans ensuring accurate and timely processing. This position is located in downtown Portland in the Department of Veteran Affairs Regional Office and is 3 to 4 blocks from a MAX station. Parking in the building is provided.

### **TYPICAL DUTIES AND RESPONSIBILITIES:**

The ASO/CC reports directly to the State (Department) Service Officer. The ASC/CC interviews and counsels Veterans and/or their families, or surviving dependents to provide advice on interactions with the US Department of Veterans Affairs to include Benefits, Claims, Appeals, and Hearings before the Board of Veterans Appeals. The ASO/CC also files claims and appeals for Veterans, manages the claims cycle, and advises the veteran once determinations are made.

The ASO/CC maintains the high standard of conduct defined in the VFW National Veterans Service Officer (NVS) Policy and Procedure Guide.

Semi-Annual Training is provided by the VFW and some travel is required. Travel to training conferences is paid, meals and lodging are offset based on the military per diem rates.

Typically, these conferences are held in Annapolis, MD and King of Prussia, PA.

- ❖ Offer research and advice to veterans who wish to handle their own claims.
- ❖ Assist veterans who are filing original or new claims for compensation and /or pension with the Department of Veterans Affairs and complete the required VA forms on behalf of the claimant.
- ❖ Assist veterans in reopening claims for service-connected disabilities and complete the required VA forms.

- ❖ Follow up on status of claims filed by veterans with the VA Regional office.
- ❖ File Appeals/Supplemental Claims with the VA Regional office if a veteran believes the decision made by the VA was incorrect.
- ❖ Review statements of the case from the VA regarding denials of claim and assist veterans with the preparation of responses.
- ❖ Assist veterans of surviving spouses in the preparation of appeals for denial of claims and file the appeals with the local VA regional office for forwarding to the Board of Veterans Appeals.
- ❖ Answer/research telephone inquiries regarding medical, death/burial, and other miscellaneous benefits.
- ❖ Skills including but not limited to Exceptional Customer Service, knowledge of computers and computer programs to include Microsoft Office.

Due to National By-Laws the Assistant Service officer position must be VFW eligible, if not eligible for the VFW the incumbent can still hold the position of Claim Consultant

Applications, Resumes, and a copy of your DD-214 should be sent to:

Veterans of Foreign Wars Dept. of Oregon HQ  
12440 NE Halsey St  
Portland, OR 97230-1927