The American Legion Department of Massachusetts
Employment Opportunity

An Equal Opportunity Employer, Women, minorities, veterans, and people with disabilities encouraged to apply

JOB POSTING

Agency Name: The American Legion, Department of Massachusetts, Inc.
Official Title/Position: Service Officer
Full/Part Time: Part Time 16 Hours per week, additional hours may be available at the needs of the organization
Salary Range: $15.00-$17.00 per hour
City/Town Location: Boston VA Healthcare System, Brighton Marine, and Veterans’ Home in Chelsea

Application Deadline:

Duties: The primary responsibilities of this position is, working with the Department Service Officer, to review legislation, regulations, precedents, study veterans medical reports, service history, and other important documentation to evaluate and offer determination of the validity of a claim; advise and aid veterans and/or dependents in filing disability, insurance, pension, or other entitlement claims for benefits under federal, state and local laws; to obtain claimant’s power of attorney as necessary. The position of Service Officer is a part time, 16 hour per week, non-exempt position.

Technical Responsibilities:

• Determine entitlement to benefits and services by:
  o Determine periods of military service
  o Evaluate disabilities and needs
  o Assemble medical evidence to support a claim
• Prepare claim forms, briefs and assemble pertinent evidence
• Request hearings before government board and present brief
• Review board decisions for grounds for an appeal
• Advise veterans on insurance, vocational, and other matters, working in cooperation with the Veterans Administration and other agencies.

Organizational Responsibilities:

• Report and advise the Department of Massachusetts of all significant correspondence with Veterans Administration and the Department of Veterans Services
• Maintain strict adherence with provisions of the Privacy Act, HIPPA, and other applicable laws
• Inform and advise the Department of Massachusetts of Veterans Administration and DOD regulations, policies, and procedures as they relate to veterans’ issues
• Attend all American Legion sponsored training as required
• Complete Veterans Administration Certificate Program
• Perform outreach as directed by the Department Adjutant
• Coordinate with the Department Services Officers
Professional Responsibilities:

- Conduct all client business in a professional manner;
- Respond to all communications in a timely manner;
- Conduct all professional and personal activities in a manner becoming of an employee of The American Legion Department of Massachusetts.

Competences:

- Possess excellent interpersonal skills;
- Ability to communicate effectively orally and in writing;
- Ability to work in a fast-paced environment and effectively manage multiple projects and prioritize workloads;
- Ability to think quickly, access a situation, and make sound business decisions;
- Must possess excellent computer skills to include MS Office (Word, Excel, Power Point, etc.);
- Competent in basic mathematical skills (adding, subtracting, multiplication, and division);
- Ability to compute rates, ratios, percentages, and to draw and interpret graphs, charts and other business presentation often encountered in a day to day business;
- Some travel may be required.

Physical Requirements

- Must be able to sit for long periods
- Occasional lifting, bending, twisting, stooping, and reaching of moderate to heavy weights of materials up to 50 lbs.

Preferred Qualifications

- Must be eligible to be a member in good standing of The American Legion
- Prior experience in working with veteran’s issues desired, some knowledge of Federal and State veterans benefits desired
- Must have (A) at least a high school diploma and five years of fulltime or equivalent part time experience in managerial or professional position or (B) An Associate’s or higher degree in a related field may be substituted for a maximum of two years’ experience
- The American Legion is a nonprofit Veterans Service Organization and is NOT an agency of the State of Massachusetts

How to Apply: Submit a letter of intention and resume to:
The American Legion, Department of Massachusetts, Inc.
Personnel Committee
Room 546-2 State House
24 Beacon Street, Boston, MA 02133