

State of Georgia Job Description

Job Family: Legal
Job Code: LEP071
Job Title: Veterans Field Svc Ofc 2
Functional Level: Professional (PRO)
Pay Plan: Statewide Salary Plan (SWD)
Grade: J
Salary Range: \$41,569.83 - \$54,428.52 - \$67,287.20

Job Summary:

Under minimal direct supervision, the Georgia State Veteran Service Officer (VSO2), will supervise at least one VSO1 and will provide critical support to veterans, their dependents, and survivors by assisting them in filing and managing claims for VA benefits, including compensation, pension, education, health care, and survivor benefits. Requires the VSO2 to interpret and apply federal laws (Title 38 U.S. Code), VA regulations, and relevant state policies to ensure accurate guidance and support. This role involves reviewing military service records and medical documentation to identify service-connected conditions and develop comprehensive claims. A solid understanding of medical terminology and conditions common among veterans such as PTSD, traumatic brain injury (TBI), Agent Orange-related illnesses, and burn pit exposure is essential. The VSO2 will coordinate with VA officials, healthcare providers, and legal representatives as needed, and serve as an advocate during the claims and appeals process. In addition, the VSO2 will educate veterans and their families about benefit eligibility and options, conduct community outreach events, and deliver presentations to raise awareness of available services. Confidentiality, compassion, and professionalism are required at all times in handling sensitive veteran information and providing support during potentially emotional interactions. In addition to VSO work, the officer is responsible for case management using the Unite Us system, ensuring veterans receive timely and appropriate referrals for supportive services such as housing, mental health care, employment assistance, and other community-based resources. Accurate and confidential documentation of case progress and outcomes within the Unite Us platform is required to support holistic veteran care and interagency coordination.

Primary Duties & Responsibilities:

- Interviews & counsels clients concerning all veterans benefit entitlement programs.
- May supervise subordinates.
- Maintains knowledge of trends and changes in laws by reading appropriate regulations, laws, and other literature, and attending seminars and conferences pertaining to veterans benefits.
- Establishes and maintains a working relationship with the public, community, veterans organizations, and elected officials.
- May collaborate with VA Medical Center personnel to assure veterans are receiving timely uninterrupted medical care and benefits.
- Provides administrative support for regular office operation and special projects.
- May assist Supervisor with functional responsibilities as directed.

Entry Qualifications:

High school diploma/GED and two (2) years of college level coursework in any field (minimum 60 semester hours or equivalent) and a minimum of one (1) year of that includes case management, word processing, and interviewing. Must be able to obtain VA accreditation within six (6) months. Two (2) years of experience required at the lower level Veterans Field Svc Ofc 1 (LEP070) or position equivalent.

Preferred Qualifications:

In addition to Entry Qualifications, Preferred Qualifications may be added by the agency.

NOTE:

The above job description represents the general nature, primary duties and responsibilities, and qualifications for the work performed by employees within this job, but is not a comprehensive and exhaustive list. Employees may be required to perform other duties as assigned, and specific duties, responsibilities, and activities within the core nature of the job may change at any time with or without notice. Employees must be able to perform the essential functions of the job, as specified by the employing entity, with or without reasonable accommodation.