

# State of Georgia Job Description

**Job Family:** Legal  
**Job Code:** LEP073  
**Job Title:** Veterans Field Svc Ofc Spv  
**Functional Level:** Supervisor (SPV)  
**Pay Plan:** Statewide Salary Plan (SWD)  
**Grade:** M  
**Salary Range:** \$56,310.72 - \$73,677.24 - \$91,043.76

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## **Job Summary:**

Independently supervises at a minimum of 20 offices throughout a geographic region and will provide training and oversight (quality reviews) of subordinate offices consisting of both VSO1 and VSO2s. Will still 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 VSO Office Supervisor 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 VSO Office Supervisor 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 VSO Office Supervisor 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. Also tracks and responds to constituent requests from state or federal representatives.

## **Primary Duties & Responsibilities:**

- Maintains knowledge of trends and changes in laws and provides expertise to the department.
- Conducts detailed research and analysis.
- Establishes and maintains a working relationship with the public, community, veterans, dependents, and survivors.
- Coordinates business management functions with internal and external agencies.
- Manages operations and supervises, plans and directs work of assigned Field Service Officers, staff, and subordinate units.
- Assists subordinate managers in performance management of assigned Field Service Officers and staff.
- Serves as subject matter expert in the areas of claims and benefits programs entitled to veterans, dependents, and survivors.
- Oversees the development of community outreach programs with local veterans service organizations, active duty, National Guard, and Reserve units.
- Oversees the development and implementation of required federal and state training requirements.
- Compiles statistics and data concerning the processing of veteran's claims and appeals

- from internal and external sources and agencies.
- May serve as Manager for assigned region as required.

**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.

**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.*