



Veterans of Foreign Wars Department of Illinois Service Office

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Subject: Job Description for Assistant State Service Officer

The duties described below are subject to change at the discretion of the Department Service Officer and do not necessarily reflect every duty which may be assigned.

Each Assistant State Service Officer shall comply with all pertinent instructions and policies of the VFW National Veterans Service and the Department of Illinois VFW herein incorporated by reference:

National Constitution and By Laws

National Veterans Service Policy and Procedure

Code of Conduct for VFW Representatives

Department of Illinois By Laws, Article XI, Veterans Service Committee

An Assistant State Service Officer shall maintain office hours of 7:30am to 3:30pm at the Department Service Office at the VA Regional Office unless otherwise directed by the Department Service Officer (DSO). He shall maintain the ability to travel as his duties may require for which he shall be reimbursed in accordance with the policies established by the DSO within the constraints of the Department budget. Such travel may include but shall not be limited to outreach services at Hines VAMC and North Chicago VAMC, representation of the DSO at meetings of VA facility directors, VFW District meetings and training schools, VFW Post meetings and in response to special requests for speakers on VA benefits as directed by the DSO.

An Assistant State Service Officer shall maintain a working knowledge of all VA benefits, the forms required to apply for those benefits and the VA regulations which govern the eligibility for and payment of those benefits.

An Assistant State Service Officer shall assist all veterans, their dependents and their survivors in the pursuit of all federal, state or county benefits to which they may be legitimately entitled without prejudgment and without prejudice.

An Assistant State Service Officer shall be proficient in the preparation

and in the representation of claimants at personal hearings before either VA staff of the VA Regional Office or members of the Board of Veterans Appeals.

An Assistant State Service Officer shall prepare submissions of claims to appropriate agencies in a timely manner. He shall ensure that all claim activity is properly recorded in both the claimant's office hard copy file and in the electronic file, VIMS with proper copies to sources of claim submission to include offices of IDVA or county VACs.

An Assistant State Service Officer shall maintain effective communication with claimants by either letter, email or phone as may be required in a timely manner.

An Assistant State Service Officer shall develop and maintain good working relationships with all IDVA representatives, all VAC representatives, all Department Service Offices of other Departments and all Post and District Service Officers who assist our claimants in the preparation and development of claims.

An Assistant State Service Officer shall attend all training required by either the Department Service Officer or by National Veterans Service.

An Assistant State Service Officer shall maintain such records of daily activities as may be required by the Department Service Officer and shall prepare such reports as the DSO may from time to time require on forms as provided by the DSO.

In addition to the above each Assistant State Service Officer shall perform all other duties as may be assigned by the Department Service Officer, the Chairman of the Veterans Service Committee, the State Commander or his designee.

This job description shall be effective for each affected employee of the VFW Department of Illinois, Veterans Service Office effective July 1, 2009.

Derek C. Giffin, Director

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