



Job Title Part Time Veterans Services Agent
Department: Veterans Services
Hours: 19 Hours per week, depending on operational needs.
Salary: Up to \$22.53 per hour. This is a non-union position

DEFINITION:

The Part Time Veterans Service Agent assists the Director of Veterans Services by working closely with the public to ensure that the City does what it can to meet the needs of that community. The incumbent provides guidance to and assists veterans to access programs and benefits that help meet their needs.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logically assigned to the position.

- Assists with the application for and management of grant programs for the Veterans Services Department.
- Assists veterans to access services available to them.
- Provides information, referral services, and technical assistance to individuals, businesses and organizations in all matters pertaining to veteran's services.
- Assists veterans with filing claims for services.
- May represent eligible veterans presenting claims at VA hearings.
- Works collaboratively with other local groups to meet the needs of veterans within the City of Revere and throughout the state.
- May represent the City at public meetings, external conferences, and events.
- Assists with the preparation and management of the annual budget for Veterans Services.
- Performs other related duties as required.

SUPERVISION RECEIVED:

The incumbent works largely independently and receives general instruction and guidance from the Director of Veteran's Services. This person should seek clarification for only the most complex or non-routine tasks.

QUALIFICATIONS:

- Must be a veteran.
- Must be a VA accredited Veterans Services Officer.
- Revere residency strongly preferred.

- Minimum of three (3) years of related experience ideally within a municipality; or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.
- Familiarity with Chapter 115, and Veterans Benefits preferred.
- Bachelor's degree preferred.
- Ability to speak Spanish preferred.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Knowledge of federal, state, and local ordinances related to veterans and veteran's services.
- Knowledge of best practices in the field of veterans' services.
- Knowledge of veterans benefits and programs.
- Knowledge of military and veterans' culture and the issues affecting them.

Abilities:

- Ability to advocate for and represent veterans in public settings and hearings.
- Ability to deal effectively, tactfully, firmly, and appropriately with the public.
- Ability to work well with diverse constituents.
- Ability to communicate effectively both verbally and in writing.
- Ability to follow and provide written and oral directions and instructions.
- Ability to form effective working relationships within and outside the City.
- Ability to formulate excel spreadsheets to analyze data.
- Ability to multitask in a fast-paced environment.

Skills:

- Skilled in using automated systems and the Microsoft Office suite of products, especially Excel.
- Creative thinking, listening and problem-solving skills.

WORK ENVIRONMENT

Work is performed primarily in office conditions during regular business hours. Daily interaction with the public in-person, by phone and or email communications as required. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work frequently involves dealing with difficult people in high pressure and/or conflict situations. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online at www.revere.org/jobs. Please submit a resume, cover letter and salary requirements with your application.