

Position: Veteran Service Officer (VSO)

Location: Retsil BLDG 10 1141 Beach Dr E, Port Orchard, WA 98366

Job Type: Full-Time

STEP Pay- Hourly-Yearly 1st Year starting pay: **\$22.50 (No Overtime, Non-Negotiable)**

Benefits:

- Health insurance
- Paid time off

Hours: Monday–Friday Times TBD

Some travel required for training

Job Summary:

The **Veteran Service Officer (VSO)** or **Claims Consultant** serves as a primary advocate for veterans, assisting them with **navigating the VA claims process, filing for compensation, pension, and other VA benefits**. The VSO will conduct in-person and telephone interviews, assess medical information, provide guidance on required evidence, and represent veterans in claims before the VA.

Key Responsibilities:

- Conduct **in-person and telephone interviews** with veterans seeking assistance with VA claims.
- Inform claimants of all **evidence requirements** to apply for compensation or VA benefits.
- Review **claim submissions** to ensure accuracy of information collected.
- Interpret **VA Rating Decisions, Award Letters, and regulations** relevant to veterans' benefits.
- Determine **eligibility for benefits**, including **service requirements, medical evidence, and lay testimony**.

- Use **electronic claims management systems (TVB, VA systems, VBA software)** to submit claims and maintain records.
- Provide **reports to supervisors** for claims conducted assisting veterans.
- Refer veterans to **Federal, State, and Local Agencies** for additional support services when applicable.
- Work in an **open office environment** independently.

Minimum Qualifications:

- Must be of **good character and reputation** (subject to background investigation).
- Must meet **VA accreditation requirements** and complete necessary training.
- **Ability to interpret legal documents** such as VA Rating Letters and benefit decisions.
- Strong **computer skills** and proficiency in **electronic claims processing systems**.
- Ability to work effectively in a **collaborative office setting** and under **guidance from supervisors and leadership**.

Preferred Qualifications:

- **Military background or affiliation preferred** (Veteran, spouse, or family member of a veteran).
- Prior experience as a **Veteran Service Officer, Claims Consultant, or related role**.
- Familiarity with **VA laws, regulations, and adjudication procedures**.
- **Strong written and verbal communication skills** for advising veterans and submitting claims documentation.

Application Question(s):

- What about this job piqued your interest in applying?