



**Multnomah County
Veterans' Services**



**Multnomah County Aging, Disability, and Veterans Services Division
Veterans' Service Office Work Study**

Position Description: Office Work Study/Inter Office Assistant and Outreach Assistant

Hours: 12-20 hours per week

Schedule: Flexible schedule between M-F during business hours

Contact person: Eric Ensley, Program Supervisor
503-988-2463
eric.ensley@multco.us

The County Veterans' Services Office works to ensure that Multnomah County Veterans and their families receive all state and federal benefits available to them by providing them effective and dedicated representation free of charge.

The Veterans' Services Office can assist veterans with:

- understanding veterans benefits programs
- filing claims with the VA
- appealing unfavorable VA decisions, including representation at VA hearings
- recovering lost military records
- all other inquiries regarding veterans benefits

The office is part of Multnomah County's Aging, Disability, and Veterans Services Division (ADVSD).

The Work-Study/Inter Office and Outreach Assistant will support Multnomah County Veterans' Service Officers and may engage in veterans services-related activities, including:

1. Scanning and filing documents , making copies as needed and archiving files
2. Work/share duties with the Office Assistant
3. Answering the phone and providing excellent customer service
4. Assisting with scheduling client interview appointments with County Veterans' Service Officers
5. Assisting veterans in filling out the most basic VA applications, for example, the SF-180 (Request for Discharge Documents).
6. Referring veterans and surviving spouses to other federal and state programs for which they are potentially eligible. These programs include Oregon State veterans' benefits.

May also be asked to make referrals to general community services as appropriate, working with ADRC Helpline staff

7. Distributing informational material about veterans benefits
8. Preparing benefit claim files and making copies
9. Conducting and assisting with outreach/community activities and events
10. Helping to plan various outreach/community activities and events
11. Providing good customer service and support to the veteran population and military families in the community.

Required Skills and Abilities:

- Attention to detail and ability to complete duties accurately and to conclusion
- Good organizational skills required
- Skilled at using (or ability to learn) Google mail, Google Calendar, Google documents
- Experience with using Microsoft office Word and Excel
- Excellent customer service skills a MUST. (primarily phone skills)
- Good cooperative work skills required
- Ability to conduct outreach, comfort with talking to people, listening, being empathetic and supportive.

The Work-Study Office Assistant will be required to:

- Successfully complete a criminal background check
- Complete the required confidentiality/HIPAA training and read confidentiality/HIPAA documents

I _____ have received a copy of this position description and understand the scope of my work study experience with the Veterans' Service Officers of Multnomah County:

Work Study

date

Multnomah County ADVSD Supervisor

date