



# Haverhill

Human Resources Department, Room 306

Phone: (978) 374-2357 Fax: (978) 374-2343

Denise McClanahan, HR Director – [dmcclanahan@cityofhaverhill.com](mailto:dmcclanahan@cityofhaverhill.com)

Sheila Pelczar, HR Technician – [spelczar@cityofhaverhill.com](mailto:spelczar@cityofhaverhill.com)

**September 18, 2018**  
**(update 9-20-18)**

**Job #2018-046**  
**Room 312**  
**Information Technology**

**PLEASE POST**  
**ANTICIPATED OPENING**

**POSITION:** Veterans' Services Officer (Veterans' Agent)  
Department of Human Services

**HOURS OF WORK:** Monday – Friday 8:00am – 4:00pm  
35 Hours Per Week

**SALARY:** \$50,000 - \$60,000 per year  
(Administrative/Professional positions salary schedule)

**SUPERVISION RECEIVED**

Under the direction of the Mayor and the Human Services Director, employee has responsibility for planning, organizing and carrying out all phases of Veterans' Services programs.

**SUPERVISION EXERCISED:**

Will supervise office staff and Veterans' Driver position.

**GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:**

Reviews the military discharge papers, Veteran Administration records and related documents of veterans applying for assistance to determine eligibility.

Investigate the financial, employment, medical and other conditions of veterans and their families to determine extent of need for financial aid, determine amount of aid to be given in each case based on need and budget standards established by the state.

Counsels veterans and their families concerning the benefits available to them under state and federal laws, including financial aid, education, pensions, housing and medical assistance; advises individuals as to most advantageous course of action according to the particular situation. Refers people to other social service agencies for further information.

Visits veterans' homes and contacts banks, employers, hospitals and other sources to verify information provided by applicant as proof of eligibility and need. Assists applicants in preparing forms and applications.

Maintains records and prepared reports on disbursements to obtain reimbursement for the city from the state. Arranges for burial of veterans as required.

Plans and organizes the program and independently executes all aspects including budget administration.

Performs other related duties as required. The duties listed above are intended only as illustrations of the various types 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 a logical assignment to the position.



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## **PHYSICAL REQUIREMENTS:**

Moderate physical effort is required to perform duties. May lift and/or move objects weighing up to 10 pounds such as books, equipment, supplies, etc. Vision and hearing at or correctable to normal ranges. Ability to speak clearly and hear well when interviewing clients. Physical ability to operate a motor vehicle. Physical ability to visit homes and facilities that may not be handicapped accessible. Light physical effort occasionally required in the performance of outdoor events and grave maintenance duties. Ability to walk or stand continuously to service the public will also be a necessity.

Position will also consist of sedentary periods while working on a computer. Need to operate a keyboard at an efficient speed.

While performing the duties of the job, the employee may work in various weather conditions and will be exposed to wet, humid, and other climatic environments. Attendance is mandatory.

Applicants will be required to undergo a background check including CORI screening prior to appointment.

## **QUALIFICATIONS/EXPERIENCE:**

Minimum of an Associate Degree in Administration, Business or Social Work; Bachelor's Degree preferred. Two years of full time, or equivalent part time experience in a social service or veterans agency preferred.

Considerable knowledge of state and federal laws and regulations pertaining to veterans' benefits and eligibility criteria. Working knowledge of state, federal and community resource agencies.

Demonstrated skills in interviewing and counseling others.

Establish and maintain a set of financial and statistical records. Ability to analyze and interpret financial records. Ability to plan and organize work. Ability to establish and maintain effective working relationships with clients, various other municipal employees and the general public.

Must have a valid motor vehicle operator's license from the Commonwealth of Massachusetts.

Must follow regulations of Mass. General Law, Chapter 115, Section 3b. Applicant must be a veteran in accordance with Mass. General Law, Chapter 115, Section 10. Requires certificate of training as a Veterans Services Officer within six months of appointment.

## **CLOSING DATE:**

## **OPEN UNTIL FILLED**

## **SUBMIT COVER LETTER, RESUME AND APPLICATION TO:**

**Denise McClanahan, Human Resources Director  
City of Haverhill  
4 Summer Street Room 306  
Haverhill, MA 01830**

"The City of Haverhill is an Equal Opportunity/Affirmative Action Employer."

## **APPLICATION IS AVAILABLE ONLINE AT:**

**[http://www.haverhillma.gov/departments/human\\_resources/job\\_opportunities.php](http://www.haverhillma.gov/departments/human_resources/job_opportunities.php)**

**Application can be saved and sent as attachment when applying online. Email should be sent to [hrd@cityofhaverhill.com](mailto:hrd@cityofhaverhill.com). PLEASE REFERENCE JOB # 2018-046 WHEN APPLYING ONLINE.**