



**TOWN OF HANOVER**  
**Community Services Department**  
665 CENTER STREET  
HANOVER, MASSACHUSETTS 02339  
781-826-5000 ext. 1101

*Tammy Murray*  
*Director*

TO: Bulletin Boards at: Town Hall, School Department, Library, COA, DPW, Fire and Police Departments and the Town Website

FROM: Tammy Murray  
Director of Community Services

DATE: April 4, 2024

## **NOTICE OF VACANCY VETERANS SERVICE OFFICER**

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The Town of Hanover is looking for a highly skilled professional to serve our local veterans and their dependents in accordance with MGL Ch. 115 and Code of Massachusetts Regulations (CMR). The successful candidate shall exercise a high degree of discretion, responsibility and decision making in the daily administration and management of the department by the execution of a prescribed comprehensive program of public assistance and services to veterans and their dependents. Act as the Veterans burial agent for the Town and arrange for proper internment of deceased veterans in accordance with state regulations (108 CMR). ***For a complete list of essential duties & responsibilities please see the attached job description.***

### **Recommended Minimum Qualifications:**

A person who receives an appointment as a veterans benefits and services officer or who is currently employed as a veterans' benefits and services officer under MGL Ch. 115, §3 shall be certified. To be certified as a veterans benefits and services officer, the candidate shall, at a minimum, meet the following qualifications: (i) be appointed locally under §3; (ii) attend a mandatory training within 6 months of appointment, administered by the secretary of veterans' services; (iii) attend a mandatory training once every calendar year; and (iv) take and pass the test offered at each administered training once every 3 years. The secretary of veterans services shall consider candidates who complete the requirements of this section a certified veterans benefits and services officer. Must be an honorable veteran of the Armed Forces of the United States having served at least one day during wartime and conform to requirement of MGL and CMR. Strong communication, customer service and organizational skills. The successful candidate shall have a valid Massachusetts driver's license.

The salary range is \$58,000.00 - \$62,000.00 depending on experience. Please submit a cover letter and resume to Ann Lee, Executive Assistant, Town of Hanover, 550 Hanover Street, Hanover, Massachusetts 02339 or via e-mail: [ann.lee@hanover-ma.gov](mailto:ann.lee@hanover-ma.gov). The posting will remain open until 12:00 p.m. on April 19, 2024, or until the position is filled. (Posted April 4, 2024)

**The Town of Hanover is an Affirmative Action, Equal Opportunity Employer.**

## **Town of Hanover Job Description**

<b>Job Title:</b>	Veterans Service Officer
<b>Department:</b>	Community Services Department
<b>Reports To:</b>	Director of Community Services
<b>FLSA Status:</b>	Non-Exempt
<b>Prepared By:</b>	Tammy Murray/Ann Lee
<b>Prepared Date:</b>	May 2018
<b>Approved By:</b>	Town Manager
<b>Revised Date:</b>	May 2018

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### **SUMMARY:**

Provide comprehensive professional veterans services to Town Veterans and their dependents in compliance but not limited to State law (MGL Ch. 115). Exercise a high degree of discretion, responsibility and decision making in the daily administration and management of the department by the execution of a prescribed comprehensive program of public assistance and services to veterans and their dependents. Act as the veterans burial agent for the Town and arrange for proper internment of deceased veterans in accordance with state regulations (108 CMR). Serve local veterans and their dependents in accordance with MGL and Code of Massachusetts Regulations (CMR).

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Actively advocate on a Town/State level for veterans and their dependents.
  - Prepare required reports for the Town/State in a timely and accurate manner.
  - Prepare and verify monthly benefits, bills payable vouchers, and prepare and administer the State formula grant.
  - Shall maintain a high degree of confidentiality in case management (Privacy Act of 1974) and in office privacy.
  - Disbursement of monetary and medical benefits to eligible veterans and/or their dependents on a timely basis.
  - Counseling, advising, and assisting veterans and their dependents in procuring federal and state benefits or entitlements for which they may be eligible accurately.
  - Provide assistance to veterans and their families with housing, employment, medical, and educational needs.
  - Assist in housing, job assistance, and alcohol/drug rehabilitation.
  - Investigate circumstances of veterans/dependents applying for or receiving monetary or medical assistance.
  - Attend all appeals by veterans/dependents that are litigated through the Massachusetts Department of Veterans Services, the Division of Administrative Law Appeals, or the Governor's Council.
  - Coordinate regularly with local nursing homes and eldercare facilities to insure that veterans or their widows are receiving proper treatment and all benefits to which they are entitled.
  - Personally visit housebound/hospitalized veterans and those in nursing homes and eldercare facilities on a regular basis.
  - Act as focal point for and manage the flag program (display, use and disposal of the flag of the United States of America) under Title 36 U.S.C. 171-178 and Public Law 93-344.
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- Organize and direct all patriotic events such as parades, ceremonies and public assemblies associated with veterans groups or holidays.
- Actively participate in patriotic and veteran related issues and organizations.
- Actively act as liaison between veterans or veterans organization and the elected officials in the Town.
- Attend Department of Veterans Services training sessions and meetings of veterans organizations, Veterans Agents Associations, and Town meetings whenever veterans matters are on the agenda.
- Make inquiries as to alternative resources for veterans, including the Department of Employment, Social Security Administration, Veterans Administration and the Executive Office of Elder Affairs.
- Ensuring all veterans graves and memorials in the Town are respected and maintained properly. Ensures sunken gravestones are repaired and replaced or other similar services that may be necessary to restore and maintain graves and the surroundings in an orderly condition and flags are placed on them on Memorial Day.
- Actively seek out veterans or their dependents in need or unaware of available benefits to resolution.
- Find food, clothing, shelter, and medical care for homeless veterans or those in need with physical or mental impairments.
- Arrange and/or provide transportation to veterans hospitals or clinics.
- Make appropriate referrals to Social Security for SSI, SSD, Medicare, Emergency Fuel, and Food Stamp Program.
- Actively participate with Federal and State human service agencies to ensure that the maximum effort is placed on veteran related problems.
- Keep a current knowledge of DVS, DTA, EADC, and DET guidelines as they pertain to veterans and their dependents.
- Promotion of available services.
- Responsible for the Veterans Memorial and obtaining upkeep.
- Responsible for assisting with Town Flag maintenance and replacement.
- Prepares the Veterans Agent report for the Annual Town Report.
- Other duties may be assigned as necessary

#### **SUPERVISORY RESPONSIBILITIES:**

This position has no supervisory responsibilities

#### **QUALIFICATIONS:**

- A person who receives an appointment as a veterans benefits and services officer or who is currently employed as a veterans' benefits and services officer under MGL Ch. 115, §3 shall be certified. To be certified as a veterans benefits and services officer, the candidate shall, at a minimum, meet the following qualifications: (i) be appointed locally under §3; (ii) attend a mandatory training within 6 months of appointment, administered by the secretary of veterans services; (iii) attend a mandatory training once every calendar year; and (iv) take and pass the test offered at each administered training once every 3 years. The secretary of veterans services shall consider candidates who complete the requirements of this section a certified veterans benefits and services officer.
  - Must be an honorable veteran of the Armed Forces of the United States having served at least one day during wartime and conform to requirement of MGL and CMR.
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- Able to establish effective/appropriate working relationships with applicants, recipients, local, state, and U.S. Legislators, other government agencies, veterans' organizations and the general public.
- Ability to preserve confidential information.
- Ability to prepare specialized documentation and manage an administrative workload associated with extensive responsibilities including the operation of pertinent computer programs.
- Strong communication, customer service and organizational skills.
- The successful candidate shall have a valid Massachusetts driver's license.

### **EDUCATION/EXPERIENCE:**

The successful candidate for this position shall have a High School degree or equivalent, and have three – five (3-5) years of experience; or an equivalent combination of education and experience. The ability to read and understand the Massachusetts General Laws (MGL) and the Code of Massachusetts Regulations (CMR).

### **PHYSICAL DEMANDS and WORK ENVIRONMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is frequently required to stand for long periods of time, handle, feel or operate objects, tools or controls; talk, hear; reach with hands and arms, stand, walk, grasp objects with fingers. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, necessary to operate computers and various pieces of office equipment. Have the ability to speak clearly and hear well when interviewing clients. 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. The noise level in the work environment is generally quiet to moderately noisy.

### **REASONING ABILITY**

Ability to apply common sense understanding to accurately carry out instructions furnished in written, oral, or diagram form. Rationally deal with problems involving several concrete variables in standardized situations.

### **SKILLS AND ABILITIES**

Must maintain a strict confidentiality while performing the duties of this position. The following personal attributes are required: be honest and trustworthy, be respectful, be flexible, be professional, be customer focused, and demonstrate sound work ethics.

### **INDEPENDENT ACTION**

Incumbent functions independently within a broad scope of established department policies and procedures; generally refers problems to supervisor only when clarification of department policies may be required.

**This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.**

**ACKNOWLEDGEMENT**

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

I acknowledge that I have read this job description. I understand the responsibilities assigned to this position. I certify that I can perform these functions.

_____ <b>Employee Signature</b>	_____ <b>Date</b>	_____ <b>Supervisor's Signature</b>	_____ <b>Date</b>
_____ <b>H.R. Manager Signature</b>	_____ <b>Date</b>	_____ <b>Town Manager Signature</b>	_____ <b>Date</b>