

**The MetroWest Veterans Services District Seeks a PT (15 Hrs/Week) Veterans Agent-** Under the direction of the Director, Veterans Services, the Veterans Agent delivers essential services to Veterans and their eligible dependents residing in the communities of the district (Ashland, Holliston, Hopkinton and Medway) in the administration of federal, state and local benefits to assist veterans, widows and dependents in accordance with Massachusetts General Laws (MGL) Chapter 115.

Assists eligible veterans and family members in filing for benefits from the U.S. Department of Veterans Affairs (VA) and the Commonwealth of Massachusetts such as; the GI Bill, disability claims, pension claims, tax exemptions, bonuses and burial benefits. Will be required to perform duties as the Acting Director in the absence of the Director. The Agent will participate in the observance of Memorial Day and Veterans' Day in one of the communities.

The Veterans Agent is required to attend initial training on Veterans Benefits and annual training conducted by the Massachusetts Department of Veterans Services. The Veterans Agent must be Certified as a Veterans Services Officer (VSO) within one year of hire, and maintain certification per Massachusetts General Laws.

**Qualifications:**

- Candidate must be an honorably discharged United States Veteran as defined by clause Forty-Three of Section Seven of Chapter Four of Massachusetts General Laws. (MGL Chapter 4, Section 7, Clause 43). Those possessing a discharge Under Honorable or General Discharge will be considered on a case by case basis.
- High school education or GED required. Associate's Degree in Health and Human Services, Business Administration, or a related field preferred. Extensive knowledge of both Federal and State Veterans Benefits will be considered in lieu of a degree
- Knowledge in the use of electronic media, including proficiency in the use of MS Excel and MS Word. Must have the capacity to easily adapt to various internet-based programs including the effective research and extracting of information from various web-sites pertinent to veteran's benefits.
- Excellent oral and written communication, as well as exceptional public relations.
- Must possess a valid state driver's license and the use of a reliable motor vehicle.

Job specifications include: \$18.00 hourly rate of pay. The work schedule is Tuesdays 12:00 PM to 4:00 PM; Wednesdays 9 AM to 4:30 PM and Fridays 8 AM to 12 Noon. Tuesdays are in Hopkinton and Fridays are in Ashland. There may be some changes to the schedule upon training completion. Applicant is required to attend annual training by the Massachusetts Department of Veteran Services. Optional training/ conference opportunities by the Massachusetts Veterans Services Officers Association.

Selected candidate must produce a copy of their last *Certificate of Release or Discharge From Active Duty*, (DD Form 214 or similar Department of Defense / War Department Form) at time of interview.

**Internal/External Applicants:** To apply for this position, please submit resume and cover letter to: [hr@hopkintonma.gov](mailto:hr@hopkintonma.gov). *Applications will be accepted until Friday, April 7, 2017.* While the preferred method of application is through e-mail or online, applications will also be accepted via walk-in or mail at: Town Hall, Human Resources Department, 18 Main Street, Hopkinton, MA 01748. The Town of Hopkinton is an equal opportunity employer.