



GREEN BERET FOUNDATION

SUPPORTING AMERICA'S SPECIAL FORCES SOLDIERS AND THEIR FAMILIES
14402 Blanco Road Suite #100 | San Antonio, TX 78216

JOB TITLE: Green Beret Foundation Veterans Service Officer

JOB TYPE: Full-time, Exempt

INDUSTRY: Military non-profit organization (IRS Code 501c3)

LOCATION: Greater Fort Bragg, NC Area

COMPENSATION: Starting at \$40,000, commensurate with experience

ABOUT THE GREEN BERET FOUNDATION

The mission of the Green Beret Foundation (GBF) is to provide Special Forces Soldiers and their families with emergency, immediate, and ongoing support. Founded in 2009, we have assisted nearly 13,000 families and continue to provide programs and services in support of the Special Forces Regiment on a daily basis. Since our inception, we've invested 87 cents of every dollar into our programs and services, which has totaled to over \$15 million that has directly supported the Regiment and its families. GBF is the only non-profit solely dedicated to supporting Green Berets and their families that has achieved a 4-Star Rating with Charity Navigator. The Foundation is also the sole special operations benevolent organization that is accredited by the Department of Veterans Affairs for the purpose of preparation, presentation, and prosecution of disability claims.

JOB SUMMARY

The professional Veterans Service Officer will have the skills, knowledge and ability to explain Department of Veterans Affairs (VA), state, and county benefit programs, review service medical records, assist in the preparation of claims documents and manage the claims through the adjudication process. Additionally, Service Officers will assist with the appellate process should the veteran be denied benefits to which he or she is entitled. Due to the unique nature of the position, exceptional aptitude and interpersonal communication skills, coupled with specialized training, are required to successfully perform in these positions.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Advises and assists veterans and their families with all aspects of the VA, state, and local claims process including appeal procedures. The incumbent must also assist in accessing the VA medical system.
- Reviews military medical records to identify compensable disabilities.
- Advises clients on the compensation process and determines the best course of action based on medical records and client wishes.



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- Initiates disability claim filing procedure by completing appropriate forms.
- Initiates appellate action on improperly evaluated claims.
- Case manages each claim advising each client of claims status until claim is properly complete with all legal entitlements awarded.
- Provides advice to, and if requested, representation for service members undergoing medical evaluation boards.
- Advises veterans and their families on state and local benefits and assistance.
- Assists Gold Star & Surviving Families with death benefits.
- Assists veterans with VA medical treatment issues.
- Serves as the GBF representative to the Command Group of the supported Active Duty and National Guard SF units in the region.
- Serves as the conduit for information to and from the GBF to the SF Group COC and Special Forces Association (SFA) Chapter leadership.
- Serves as the GBF's liaison to the veteran's service organizations in the region.
- Appears regularly before SFA Chapters to brief members on current information pertaining to veterans' benefits.
- Speaks to other community organizations at their request.
- Provides information to county media about GBF programs and services.

KNOWLEDGE, SKILLS, & ABILITIES

- Ability to work flexible hours (occasional evening hours).
- Demonstrated understanding of GBF programs and services offered to the U.S. Army Special Forces Regiment and its families.
- Demonstrated proficiency using appropriate etiquette when responding to email and phone.
- Strong written and verbal communication skills. Demonstrated ability to utilize effective verbal probing techniques to obtain information.
- Skilled in Critical Thinking, judgment and decision-making.
- Strong interpersonal skills. Ability to interact effectively with diverse individuals and build effective working relationships. Demonstrated emotional intelligence. Ability to respond to sensitive matters with diplomacy and empathy.
- Demonstrated understanding of military culture and veteran issues, the emotional impact of combat, and the challenges faced by the military and veteran communities.
- Strong computer skills. Demonstrated proficiency using Microsoft Office and GSuite.
- Accurate data entry and typing proficiency and skills. Demonstrated ability to timely and accurately maintain data in SalesForce.



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- Good organizational and time management skills. Demonstrated ability to prioritize work effectively. Effectively complete assignments and meet deadlines.
- Unequivocal commitment to the highest standards of personal and business ethics and conduct.
- Mission-driven, guided by core values, and a pleasure to work with.

EXPERIENCE

Requirements

- 3+ years' experience in hospitality or healthcare organizations.
- Proficient in Microsoft Office, e.g., Word, Excel, PowerPoint.
- Self-starter able to work autonomously and in a team environment.
- Must demonstrate a commitment to protecting family and other client confidentiality.
- Must successfully pass a criminal background check.
- Excellent attention to detail.

Preferences

- Two years of administrative experience with a non-profit organization or veteran service organization.
- Two years of experience using a customer relationship management system, e.g., Salesforce.
- Knowledge of HIPAA and other laws pertinent to case management.
- Bilingual is preferred.

EDUCATION

Requirements

- Bachelor's degree with three (3) years' related experience.
- Must attend and pass NACVSO initial Service Officer accreditation exam and yearly continuing education requirements (CEUs).

PHYSICAL REQUIREMENTS

- View a computer terminal, handwritten notes, and forms with or without correction.
- Hear and listen at normal speaking levels, with or without correction, and to receive detailed information through oral communication.
- Stand or sit, periodically for sustained periods of time.



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- Move from one work area to another, often up or down stairs, to accomplish tasks.

WORKING HOURS

- The Veterans Service Officer works a 40-hour week, generally during GBF Headquarters business hours (Central Standard Time). Some evening and weekend hours might be occasionally needed.
- Remote work is encouraged during COVID.
- This position may require travel (30%), pending lifting of COVID restrictions.

APPLICATION INSTRUCTIONS

This is an incredible opportunity to be a part of a growing organization that is performing critical work in the special operations non-profit space. Please submit the following materials to ops@greenberetfoundation.org **no later than 30 April 2021**:

- Cover Letter including salary requirements.
- Resume.
- Two Professional References.

The Green Beret Foundation is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Foundation will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.