



The American Legion Department of Iowa
Office of the Department Service Officer

Job Description
Department Claims Representative

The Department Service Representative will assist veterans, their spouses and children in processing claims for benefits with the Veterans Administration (VA). Responsibilities include, but are not limited to:

Interview veterans, spouses or children for potential VA claims

Determine entitlement to benefits and services by:

- Determine periods of military service
- Evaluate disabilities and needs
- Determine disabilities which may be linked to military service
- Determine medical evidence necessary to claim disability benefits

Assist veterans, spouses or children in completing benefit claims to the VA

- Determine forms required for claim
- Identify additional documents necessary for submitting claim (DD-214, Marriage/Birth/Death certificates)
- Determine where and how to obtain medical evidence
- Review VA decisions and determine accuracy of VA determinations to evaluate if an appeal is necessary
- Review VA decisions with claimant(s)

Assist veterans, spouses or children in the Appeal process

- Review claim to determine if additional evidence could change the decision
- Insure that requests for Appeal are submitted in a timely manner
- Prepare argument for Decision Review Officer (DRO) and Board of Veterans Appeals (BVA) hearings

Work with the American Legion National Service Department

- Be accredited by the National Service Department
- Complete National Service Officer School
- Follow National Service Department guidelines

Work with the Department of Veterans Affairs

Become accredited by the Veterans Benefits Administration

- Complete VA required training
- Follow the standards of conduct and procedures for the VA Regional Office (VARO)

Attend American Legion and veteran functions, performing duties as assigned by the Department Service Officer or Department Adjutant

- American Legion Mid-Winter Conference
- American Legion Department (State) Convention
- American Legion Spring and Fall District Conferences
- Veterans Job Fairs
- Veterans Stand Downs or Outreach programs

Adhere to The American Legion of Iowa Personnel Policy

Other duties as may be assigned