CITY OF PEABODY
HUMAN RESOURCES DEPARTMENT
CITY HALL, 24 LOWELL STREET, PEABODY, MA 01960
Phone: (978) 538-5722/5721

BETH BRENNAN O'DONNELL
Director of Human Resources

KAREN MEAGHER
Benefits Manager

CATHY TROMBLEY
Human Resources Aide

JOB POSTING
VETERANS' AGENT

Job Title: **Veterans' Agent**

Department: **Veterans Services**

Location: **City Hall, 24 Lowell Street, Peabody, MA 01960**

Pay: **Maximum of $72,150.00**

Schedule: **Full-time, 32.5 hours per week**
Monday, Tuesday, Wednesday 8:30 AM – 4:00 PM
Thursday 8:30 AM – 7:00 PM
Friday 8:30 AM – 12:30 PM

Summary of Job Duties: (Full job description available at the Human Resources Department)
Under the general direction of the Mayor, responsible for the comprehensive and professional administration and delivery of Veterans' Services to Veterans and their dependents within the statutory requirements of Massachusetts General Laws, Chapter 115. Perform varied duties of a complex nature on a self-supervising basis requiring a high degree of good judgment and initiative. Provide excellent customer service to Veterans and their dependents. Position requires disbursing benefit payments and assisting local Veterans and their families in obtaining financial, employment, pension, medical, and other assistance available under state Veterans' benefits legislation.

Qualifications:
Must be a Veteran with an honorable discharge from any of the military services and possess a valid class III driver's license. Must be able to satisfactorily complete the Department of Veterans' Services certification process within one (1) year of employment. High School diploma or equivalent required. At least 3-5 of years of progressively responsible counseling or other social service work experience preferred, and at least 1 year of demonstrated successful experience providing services and benefits to Veterans preferred. Any equivalent combination of education and experience which demonstrates possession of required knowledge, skills, and abilities will be considered. A bachelor's degree in social work, social science or a related field is preferred.

Should be familiar with and knowledgeable about all state and VA programs which provide financial, medical and service benefits to Veterans and their dependents. Must have considerable knowledge of Massachusetts General Laws Chapter 115, and all other state and federal legislation pertaining to Veterans' benefits and eligibility; ability to locate, compile, and evaluate data regarding individual backgrounds. Must have ability to work with state and federal agencies in securing Veteran assistance. Must be a self-starter able to multitask and prioritize complex, time-sensitive issues. Excellent computer skills using Microsoft Office required. Demonstrated knowledge of the various federal, states and local social service agencies; skill in counseling and interviewing techniques; ability to make mathematical calculations; ability to plan, organize, coordinate and supervise work of others; ability to provide guidance and training to clerks and volunteers; ability to maintain a good working relationship with associates, the public and other agencies; ability to speak and write effectively; ability to maintain records and prepare budgets and reports.

Posting Date: June 22, 2016

Qualified candidates apply on or before July 8, 2016 at 12:30 PM at the City of Peabody Human Resources Office, City Hall, 24 Lowell Street, Peabody, MA 01960, or via email to ctrombley@peabody-ma.gov or via fax at 978-538-5982. The City of Peabody is an EOE.