



*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**