

# City of Brockton

## Job Posting

### VETERAN'S SERVICES

**Position:** Investigative Agent  
**Date opened:** February 7, 2019  
**Date closed:** February 21, 2019  
**Position Type:** Part Time – Benefitted  
**Salary:** \$19,824.50-\$24,286.50

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Assisting veterans and their dependents in making out applications for veterans' benefits, to receive such applications, and when necessary to assist applicants in filing for other benefits such as medical care, vocational and educational opportunities under either State or Federal laws.

- Keep a record of discharges or release papers of veterans.
- Make home visits for the purpose of determining eligibility for veterans' benefits.
- Obtain necessary verification to substantiate claims of applicants.
- Make proper referral of applicants to other agencies.
- Must interact with the public both at the counter and on the telephone in a polite and efficient manner.
- Performs related work as assigned.

**SUPERVISION:** Works under direct supervision of the Director/Agent Veterans Services or his designee.

#### MINIMUM QUALIFICATIONS:

High school diploma or equivalent required; a minimum of one to three (1-3) years of work experience; Military service required; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

#### ADDITIONAL REQUIREMENTS:

Knowledge of Chapter 115 and Massachusetts General Laws, as well as knowledge of federal laws pertaining to veterans and their dependents. Valid Massachusetts Drivers' License and dependable car.

#### KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of a personal computer

*“City of Champions”*

BROCKTON CITY HALL ■ 45 SCHOOL STREET ■ BROCKTON, MASSACHUSETTS 02301

TEL: (508) 580-7820

FAX: (508) 580-7133

personnel@cobma.us

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- Ability to work independently and prioritize tasks
- Ability to maintain confidential information
- Possess excellent communication and multitasking skills, a positive attitude and a strong work ethic.

### **APPLICATION INSTRUCTIONS:**

Persons interested in being considered for the position should complete an employment application, submit a cover letter, resume, and a copy of driver's license and driving record from the RMV to Sandra Knight, Director of Human Resources, City of Brockton, City Personnel Department, 45 School Street, Brockton, MA 02301 or submit via e-mail to or via facsimile at 508-580-7133.

City of Brockton residency required or shall, within one (1) year of employment establish residency within the City.

City of Brockton is an Affirmative Action/Equal Opportunity Employer

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