

**MAKAH TRIBE
POSITION DESCRIPTION**

JOB TITLE: Tribal Veterans Service Officer

EXEMPT: No TARGET SALARY: \$32.25 to \$35.83/DOQ PROGRAM: Seniors REPORTS TO: Senior Program Manager	JOB CODE: 3-SS T6 SHIFT: 32 hr/week LOCATION:
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SUMMARY: The Tribal Veterans Service Officer performs counseling and assisting military veterans and their dependents or survivors. Work involves assisting and advising claimants in their pursuit of benefits from the United States Department of Veterans Affairs and other agencies. Duties include studying and explaining State and Federal veteran's legislation, regulations and procedures, consulting with medical care providers, preparing veteran's benefit claims, and consulting with other government agencies to ensure that their clientele are receiving the maximum level of assistance and benefits to which they are entitled.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Because of the Tribe's commitment to community service and the well-being of its members, each employee may be expected to perform a wide range of office and field duties from time to time. Such duties may or may not be related to their regular responsibilities.

Responsible for networking with Neah Bay Veterans Post (NBVP) and Washington Department of Veteran's Affairs (WDVA).

Maintain data on Veteran's program's available to veteran's eligibility and application forms consistent with the need of the Makah Tribal Veteran's. Advocate for the provision of a comprehensive program. Work closely with other tribal programs and outside agencies in order to eliminate gaps in the service to veterans as well as to increase the benefits for the veterans.

Develop trust of the Makah community, Clallam County service providers as well as state service providers. Work together with families to mutually identify and provide assistance towards improving the health and functioning of them and their dependent families.

Provide case management services and where appropriate provide or assist veterans and their dependent family members in seeking services for: Tribal and community referrals; advocacy and aid in learning self-advocacy skills; seeking services for long

term alcohol/substance abuse and other social services, (i.e., medical. energy, commodity foods, food voucher programs, food bank, housing).

Maintain client files according to program and professional standards, and regular monitoring and assessment of these files.

Produce and distribute reports as appropriate to ensure optimum continuity of care. Submit a quarterly report of program activities to supervisor.

Attend and participate in various family, staff, and community meetings whose goals directly or indirectly relate to the Veteran's Office program goals and objectives.

Maintain the highest standard of ethical conduct, including strict client confidentiality.

Set up appointment schedule and help with transportation needs.

Develop and write monthly newsletter articles for the Makah Tribal community newspaper.

Provide and/or arrange transportation for a Veteran or their dependent family member to a local or regional office/institution for services and assist in completing any necessary paperwork.

Evaluate all legislation affecting Veterans and their benefits.

Other tasks as requested by supervisor.

QUALIFICATIONS

EDUCATION and/or EXPERIENCE

Bachelor Degree or equivalent from 4-year college or technical school.

Or High School Diploma/GED and six years successful work experience in the same or similar care for Indian Government and budget management of comparable complexity.

Must continue Veterans education.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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Reclassified 05/29/20

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Revised 07/29/25

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid Washington state Drivers license and insurable. A certified copy of an individual's driving records for the past three years of operation, obtained from the Department of Motor Vehicles in the state in which the driver's license is issued will be conduct upon hire.

Must have Department of Veterans Affairs Accredited Representative certification.

This position is classified as a sensitive Tribal position. Therefore, applicant must submit to and clear a pre-employment criminal background check.

OTHER QUALIFICATIONS**OTHER SKILLS AND ABILITIES**

Must have a demonstrated ability to work with and assist Makah Tribal Veteran's and other Native American Veteran's to access benefits.

Knowledge of the principles and methods of interviewing.

Knowledge of professional Veterans Service Officer work theories and concepts, including practical knowledge of Veterans Service Officer practices.

Knowledge of the Code of Federal regulation.

Knowledge of the benefits and services available to veterans and their dependents or survivors and of Tribal, State, and Federal laws and regulations.

Knowledge of available community resources and agencies, both Tribal, public and private.

Ability to maintain high professional standards in dealing with Tribal, Federal, State, local and other persons and agencies as necessary in service to his/her client.

Ability to provide services without prejudice to all persons making a claim.

Ability to maintain a working knowledge of all rules and regulations concerning veterans' benefits and will strive to keep such knowledge updated in light of constant changing laws and regulations.

Ability to explain Tribal, Federal, and State veterans' legislation.

Computer experience is required. Must have ability to work with programs such as Word, Excel, PowerPoint, and email. Additional software program experience is preferred.

Ability to listen, observe and record a variety of information.

Must have the ability to effectively interact with all levels of diverse work-force and clientele via telephone and personal contact, in a courteous, helpful, and effective manner, contributing to a positive work environment.

Must have the ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing, and prioritizing work, to meet deadlines, and ensure accuracy in completing work.

Ability to plan and organize work using one's own initiative and to seek information and assistance from other sources as necessary, and to work independently.

Knowledge of tribal procedures and ability to perform work and accomplish tasks in accordance with established policies and procedures, practices, and priorities, of the office and Tribal organization.

Ability to maintain strict confidentiality of records and information pertinent to the nature of work.

Some knowledge of medical terminology will be expected

Knowledge of community, tribal, county and state resources, and ability to maintain positive relations with those resources.

Ability to respond calmly to crisis and chaos. Resourceful, with strong problem solving skills. Experience and knowledge in providing crisis intervention.

Must submit to and clear a pre-employment alcohol and drug test and random testing, in accordance with the Drug and Alcohol-Free Workplace Act of 2002.

PHYSICAL DEMANDS

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While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must occasionally lift and/or move more than 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; explosives; risk of radiation; and vibration. The noise level in the work environment is usually very loud.

HAZARDS

Potential contact with dissatisfied or abusive clients.

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the position may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this position description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCESS:

Submit a Tribal Application for this position with supporting documentation to:

Makah Tribal Council
Human Resources
P.O. Box 115, Bldg. 71
Neah Bay, WA 98357
Fax: (360) 645-3123
E-mail: hr@makah.com (PLEASE NOTE NEW EMAIL ADDRESS)

OPEN: July 30, 2025
CLOSE: August 4, 2025

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a Tribal application, or not including required certification, your application will not be reviewed and will be disqualified.

The Makah Tribal Council is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, color, religion, sex, age, national origin, marital status or ancestry, sexual orientation, gender identity, or sensory, mental, physical, or other non-disqualifying disability. Indian Preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, Sections 472 and 473.

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Page 5 of 5