



**JOB POSTING – May 22, 2024**  
**DEADLINE- Until Filled**  
**INTERNAL FOR 7 DAYS**

**Job Title:** Investigator

**Department:** Veterans Services

**Reports to:** Director of Veterans Services

**Job Summary:**

The Investigator interviews applicants and assists them in the procurement of documentation in support of their eligibility for benefits under MGL Chapter 115. Performs investigations necessary to ensure compliance and prohibit fraudulent claims.

**Supervisory Responsibilities:** None

**Duties/Responsibilities:**

- Assists applicants in procuring documentation required for eligibility of benefits
- Interviews applicants, fully explains documents they are signing for clarity purposes
- Enters potential applicant into the VSMIS system
- Understand MGL Part I Title XVII Chapter 115
- Understand 108 CMR
- Maintains critical suspense for compliance with 108 CMR
- Creates automated locator cards, personal file folders
- Investigates to determine income and asset levels as well as living conditions and arrangements
- Performs necessary bank inquiries for determination of eligibility
- Retrieves DD 214's in the MRO or DPRIS websites
- Tracks applicant interactions in VSMIS and VETRASPEC
- Ensures necessary documentation are procured for annual budget reviews
- Processes vendor ID's, local numbers, retrieves state numbers
- Schedules veterans for appointments for applications for Federal disability claims
- Manages reporting procedures of current clients to ensure compliance with the law
- Processes requisitions for payment of copays for client medical services. Ensures balances to be paid are following DHCFP rates and proper procedures followed to comply with pre-approval rules prior to payment
- Maintains ledgers for accounts payable
- Advises and directs applicants to various governmental agencies (Federal, State and local) as well as private social service agencies to obtain alternative sources of income and benefits
- Initiates employment plan and investigates client job searches
- Develops relationships with Veteran support agencies in the Pioneer Valley
- Assist Veterans with medical insurance applications
- Types NOI/NOA in support of initiating warnings/terminations for client failure to comply with the law
- Processes payroll for disbursement of monthly checks to clients

- Returns any rebated checks to Director for proper reimbursement procedures to the city and state
- Reconciles payments made in MUNIS with VS 5/6 report from VSMIS
- As directed, performs home visits, for purposes of validating information received from current and potential clients
- Required to complete Veteran Service Officer training within 6 months of hire and maintain certification throughout employment
- Refers veterans seeking shelter to appropriate agencies for prevention of homelessness
- Processes applications for plaques, DD 214's, medals, and military medical documentation
- Tracks deceased Holyoke veterans. Interacts with funeral homes and the City Clerk's Office to obtain
- obituaries, death certificates and delegates the display of the veteran on the War Memorial marquee
- Responsible for maintaining database of deceased Holyoke veterans for purposes of flagging for Memorial Day
- Issues flags and flag holders to families of deceased veterans

**Preferred Skills/Abilities:**

- Working knowledge of Microsoft Office Suite, Google Suite, Adobe Pro, VETRASPEC, MUNIS, MRO, DPRIS, and adapt to municipal and state automated systems.
- Must have the ability to interact with social service agencies at all levels.
- Ability to communicate both orally and in writing.
- Ability to apply practical knowledge to carry out instructions orally and in writing. Ability to troubleshoot client issues and make appropriate referrals.
- Ability to add, subtract, multiply and divide in all units of measure, and understanding of debits and credits.
- Familiarity with military acronyms, procedures and protocol is preferred.

**Education, certification, licensure, or other similar requirements:**

- An Associate's degree and two years experience in a working environment dealing with the public.
- Four years of work related experience may be substituted for education.
- Bachelor's degree may substitute in lieu of work experience.

**Physical Requirements:**

- Employees are regularly required to walk, stand, sit, talk, and hear; use their hands to feel or operate objects, tools, or controls, and reach with hands and arms, as in picking up files and other objects.
- May occasionally lift and/or move objects weighing up to 30 pounds such as equipment or supplies.
- Vision and hearing at or correctable to normal ranges.

*The physical demands described above are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodation(s) if needed will be provided for the employee with the adequate strength, dexterity, coordination, and visual acuity in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.*

**Other Duties as Required:**

- MA driver's license required.
- Will be required to use a private vehicle for use in the investigative process as directed. Mileage to be reimbursed.

**Fair Labor Standards Act (FLSA) status:** Non-Exempt (hourly)

**Employment status & Hours:** Regular Full-time employment, 35 hours per week, Monday-Friday, 8:30 a.m. to 4:30 p.m.

**Salary/Pay rate:** \$ 20.62 (minimum) up to \$ 21.76 (maximum) per hour (Grade S-12 , NAGE)

**Employee Benefits:** Health, Dental, Life Insurance, Optional Vision and Flexible Spending Account (FSA)

**How to Apply:** Please send resume and cover letter to [Personnel@holyoke.org](mailto:Personnel@holyoke.org)