

SENIOR VETERANS SERVICE REPRESENTATIVE

DEFINITION

Under general supervision, assigns, directs and reviews the work of a small staff of Veterans Service Representatives; provides difficult, technical and specialized support to veterans and family members in obtaining the full range of services and benefits they are entitled; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the working lead level of the veterans services series, providing direction to veterans service support staff in addition to performing the most complex and technical veterans service work. This is not considered a supervisory class in that the selection and discipline of employees is not assigned at this level. This class is distinguished from Veterans Service Officer in that the latter has overall management responsibility for all veterans services.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides lead direction, training, work review and evaluation to a small technical support staff; provides input into employee selection, discipline and procedures.
- Sets work priorities, coordinates and schedules assignments and establishes goals and objectives.
- Provides information, counseling, application assistance, case management, post decision review and debriefing to veterans, surviving spouses, their dependents, and other interested parties concerning compensation, pension, education, vocational rehabilitation, insurance, VA healthcare, home loans, housing, tax exemptions, burial benefits and other benefits to which they may be entitled.
- Refers clients to appropriate local, state or federal agencies and/or community services agencies in cases involving other veteran-related benefits.
- Interprets, explains and ensures proper application of local, state or federal laws, rules and regulations pertaining to veterans benefits.
- Assists clients in preparation and presentation of claims to the state and federal agencies.
- Establishes and maintains ongoing contact with veterans and their surviving dependents, other interested parties, service organizations holding powers-of-attorney, or the Veterans Administration about claims development and the status of pending claims.
- Assists clients in preparing forms and responding to communications received from other agencies about veterans benefits.
- Makes home calls and visits to hospitals and convalescent homes to assist clients in completing and submitting necessary application for veterans benefits.
- Compiles activity reports for submission to the state and federal governments regarding number of claims and production figures by aid categories.
- Attends meetings and addresses civic, veterans and other community service organizations regarding veterans benefits.

QUALIFICATIONS

Knowledge of:

- o Principles and practices of employee supervision, including selection, training, work evaluation and discipline.
- o Benefits, services and programs available to veterans, surviving spouses and dependents.
- o Applicable laws, rules and regulations.
- o Office administrative principles and practices, including filing record keeping and the operation of standard office equipment.
- o Basic business data processing principles and the use of personal computing equipment.
- o Business arithmetic, including percentages and decimals.

Skill in:

- o Planning, assigning, supervising, reviewing and evaluating the work of staff.
- o Training staff in work procedures.
- o Coordinating multiple projects and meeting critical deadlines.
- o Exercising sound independent judgment within established guidelines.
- o Interpreting, explaining and applying complex rules and policies.
- o Acting as a successful advocate for veterans and their dependents.
- o Maintaining accurate files and records.
- o Researching and summarizing informational materials.
- o Preparing clear, concise and complete reports, correspondence and other written material.
- o Operating standard office equipment, including typing with sufficient skill to complete forms and enter information into a computer system.
- o Establishing and maintaining effective working relationships with those contacted in the course of the work.

Other Requirements:

Must possess a valid driver's license. Must meet the requirements of 38 USC Section 5902 and 5904 (as defined for a service organization representative). Code details are available at El Dorado County, Human Resources Department.

Education and Experience:

Two years of experience as a veteran's benefits counselor or at a level equivalent to the County's class of Veterans Service Representative.

Note: The above qualifications are a typically accepted way of obtaining the required knowledge and skills.