

VETERANS SERVICE REPRESENTATIVE I/II

DEFINITION & DISTINGUISHING CHARACTERISTICS

Definition:

Under immediate or general supervision, assists veterans and their dependents by providing benefit counseling, and assists them in obtaining their full range of services and benefits.

Distinguishing Characteristics:

Veteran Services Representative I: This is the entry-level classification in the Veterans Service Representative series. Initially under immediate supervision, incumbents learn laws and regulations affecting veterans' benefits, as well as service organizations and programs while providing referral and claims processing services. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Veteran Services Representative II: This is the fully qualified journey-level classification in the Veterans Services Representative classification series. Incumbents perform the full range of duties as assigned, which requires a knowledge of plans, services, benefits, and options available to veterans, survivors, and dependents; works independently, and exercises judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from Sr. Veterans Service Representative in that the latter provides technical and functional direction to lower-level support staff and is responsible for the more complex work.

Positions in the Veterans Service Representative class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

Receives immediate or general supervision from the Veterans Services Officer. Exercises no direct supervision over staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Provides information, counseling, application assistance, case management, post decision review, and debriefing to veterans, surviving spouses, their dependents, other interested parties who telephone or visit the Veterans Service Office concerning compensation, pension, education, vocational rehabilitation, insurance, 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 service 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 veteran's benefits.
- Acts as an advocate for the veteran and/or dependents by representing the veteran or dependent before the Veterans Administration in prosecuting claims or in appealing previously denied benefits.

- Advises and assists veterans and their surviving dependents in obtaining and presenting evidence to establish entitlement to veterans' benefits.
- Assists clients in preparation and presentation of claims to the state and federal agencies; and preparing forms and responding to communications received from other agencies about veteran's benefits.
- 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.
- Makes home calls and visits to hospitals and convalescent homes to assist clients in completing and submitting necessary applications for veterans' benefits.
- Attends and participates in professional group meetings and trainings; learns of new developments and practices from connecting with others in field of veterans services.
- Prepares bulletins and reports publicizing the program.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs related work as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

Veterans Service Representative I: Equivalent to graduation from high school and one (1) year of technical administrative experience in a government, military, health care or social service agency that included interviewing clients to determine their eligibility for services or program benefits, as well as researching and explaining policies, laws, and/or regulations.

Veterans Service Representative II: In addition to the above, one (1) year of experience determining eligibility for benefits and preparing benefit claims equivalent to the Veterans Service Representative I at El Dorado County.

Other Requirements:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record;

Within one (1) year from the date of hire, and as a condition of probation, employees in this classification shall pass an examination approved by the United States Department of Veterans Affairs for accreditation and obtain accreditation with the California Department of Veterans Affairs (pursuant to title 38, Code of Federal Regulations 14.629)

Knowledge of:

- Benefits, services, and programs available to veterans, surviving spouses, and dependents.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant veterans and their dependents.
- Principles and procedures for filing benefits claims.
- Community resources and organizations related to serving veterans and their dependents.
- Techniques for interviewing and counseling.
- Recordkeeping principles and practices.
- Business arithmetic, including percentages and decimals.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.

- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Interpret, apply, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations that concern the rights and benefits of veterans and their dependents; advise and counsel clients accordingly.
- Interview effectively and gather necessary information.
- Prepare or assist clients in the preparation of appropriate forms and correspondence.
- Maintain awareness of and contact with various community programs and resources.
- Act as a successful advocate for veterans and their dependents.
- Exercise initiative and sound independent judgment within established guidelines.
- Maintain accurate files and records; prepare reports.
- Research and summarize informational material.
- Prepare and make presentations to the public and interested parties.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

Physical:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, and to

operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

HISTORY

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