

## **VETERANS SERVICE REPRESENTATIVE I**

### **DEFINITION**

Under general supervision, to assist with administering and providing a program of Veterans' services and benefits as provided by Federal, State and local agency monies and regulations; to learn and assist with counseling and advising veterans and dependents on their benefits; to perform office support work; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is the entry level and first working level in the Veterans Service Representative class series. Incumbents provide a variety of assistance with the administration of the Plumas County Veterans' Service Program. They learn and assist with claims processing, counseling, and office support work. Veterans Service Representative I is distinguished from Veterans Service Representative II by the performance of a narrower range of responsibilities under closer supervision.

### **REPORTS TO**

Veterans Service Representative II/Veterans Service Officer

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.

## **VETERANS SERVICE REPRESENTATIVE I - 2**

### **EXAMPLES OF DUTIES**

- Works with a variety of public officials to include elected and appointed federal, state, and local officials and staff, and private sector and government public service providers.
- Interviews and counsels clients making appropriate referrals to federal, state, and local programs, agencies and specialized services.
- Researches, develops, and files claims for disability compensation, pensions, insurance benefits, vocational rehabilitation, hospitalization, medical care, loan guarantee benefits, and Social Security benefits.
- Procures necessary information and records to support claims.
- Assists with administering a program of veterans' services under the guidelines of federal and state agencies.
- Maintains updated knowledge of changes in laws and regulations affecting veterans' benefits.
- Provides personal assistance for clients in securing and maintaining housing, food, medical care, and clothing.
- Provides assistance in securing and maintaining income and health benefits.
- Performs crisis referrals.
- Develops and maintains communication and contact with community services and other agencies concerned with veterans and public service programs.
- Serves as client advocate in all referrals and liaisons.
- Assists with distribution of information concerning veterans' benefits and programs related to education, disability, pensions, employment, and loans.
- Assists with the admittance and transfer of veterans to VA medical facilities.
- Assists with coordination of the schedule of volunteer van drivers to ensure transportation is provided for all veterans in the program for scheduled appointments.
- Maintains records for Veterans Service Office functions.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication.

### **TYPICAL WORKING CONDITIONS**

Work is usually performed in an office environment; some work is performed outside the office setting; continuous contact with staff and the public.

## **VETERANS SERVICE REPRESENTATIVE I - 3**

### **KNOWLEDGE OF**

- Basic veterans' entitlement programs offered at the Federal, State and local levels.
- Current issues in the field of veterans entitlements.
- Federal State, and local HIPAA regulations and policies pertaining to protection of personal health care data.
- Socio-economic conditions and trends relating to veterans issues.
- Interviewing and counseling techniques
- Modern office methods, filing systems, and procedures.
- Personal computer applications and software

### **ABILITY TO**

- Learn, understand, interpret, apply, and explain Federal, State, and local programs, policies, procedures, laws, rules, and regulations governing veterans' benefits and services.
- Obtain facts and analyze information, drawing sound conclusions for claims processing and appeals.
- Research, analyze, organize, and develop documentation for claims.
- Prepare clear, concise and accurate forms, records, and reports.
- Provide effective counseling regarding benefits and services to veterans.
- Provide financial counseling and referrals.
- Communicate succinctly verbally and in writing.
- Performs a variety of office and administrative support assignments utilizing a variety of general office and computer equipment.
- Deal tactfully and courteously with the public and other County staff.
- Effectively represent County Veterans Service with the public, and community organizations.
- Establish and maintain cooperative working relationships.

## **VETERANS SERVICE REPRESENTATIVE I - 4**

### **TRAINING AND EXPERIENCE**

Bachelor of Arts Degree in Public Administration or Social Sciences.

**OR**

Associate of Arts Degree in Public Administration or Social Sciences and one (1) year work experience performing duties in a Human Services field similar to veteran's services.

**OR**

Three (3) years progressively more responsible office support work experience including substantial experience in a position requiring extensive public contact and thirty (30) semester college units.

**OR**

Four (4) years progressively more responsible office support work experience including substantial experience in a position requiring extensive public contact.

### **SPECIAL REQUIREMENTS:**

Accreditation by United States Department of Veterans Affairs and California Department of Veterans Affairs must be achieved within one (1) year of appointment.

Employee must be a veteran of the United States Army, Navy, Marine Corps, Air Force, or Coast Guard with an honorable discharge or certificate of honorable service.

Must possess a valid drivers license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment.