



# Veterans Services Representative I

Salary Group: B16  
Class Code: 5104

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
<b>VETERANS SERVICES REPRESENTATIVE I</b>	<b>5104</b>	<b>B16</b>	<b>\$40,918 - \$61,130</b>
VETERANS SERVICES REPRESENTATIVE II	5105	B17	\$42,976 - \$64,469
VETERANS SERVICES REPRESENTATIVE III	5106	B18	\$45,521 - \$71,055
VETERANS SERVICES REPRESENTATIVE IV	5107	B19	\$48,244 - \$76,028
VETERANS SERVICES REPRESENTATIVE V	5108	B20	\$51,158 - \$81,351
VETERANS SERVICES REPRESENTATIVE VI	5109	B21	\$54,278 - \$87,046

## GENERAL DESCRIPTION

Performs entry-level veterans assistance work. Work involves counseling and assisting veterans and their dependents or beneficiaries regarding benefits, employment services, and other programs and resources. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Interviews veterans, their dependents, or survivors; and provides services, counseling, and assistance in obtaining benefits, rights, and entitlements.

Registers veterans, their dependents, or survivors for employment program services.

Determines employer requirements, refers qualified candidates, and verifies satisfactory placement.

Prepares and files claims and supporting evidence for successful adjudication.

Consults with medical or legal staff in the development of pertinent evidence to support claims.

Maintains effective working relationships with veterans organizations, hospitals, military discharge centers, employers, and the community.

Maintains client files.

May prepare and submit reports.

May conduct outreach activities to identify veterans, their dependents, or survivors in need of intensive services, claims assistance, and other supportive services; and to provide advice regarding veterans homes, cemeteries, and loan program services.

Performs related work as assigned.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in interviewing and counseling work or with veterans outreach activities. Graduation from an accredited four-year college or university with major coursework in social work, business administration, human resources, or a related field is generally preferred. Experience and education may be substituted for one another.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of laws, rules, and regulations applicable to the processing of claims; assessment techniques; military occupations and transferable skills to civilian employment; and veterans benefit programs.

Skill in interviewing and counseling, in identifying solutions, and in the use of a computer and applicable software.

Ability to research, gather, and document information; to determine appropriate programs to recommend; and to communicate effectively.