Veterans Services Representative

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
VETERANS SERVICES REPRESENTATIVE I	5104	B16	$40,918 - $61,130
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 veterans assistance work involving counseling and assisting veterans and their dependents or beneficiaries regarding benefits, employment services, and other programs and resources.

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.

Serves as a contact with veterans organizations, hospitals, military discharge centers, employers, and the community.

Maintains client files.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level VI may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between the entry and journey levels include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work identified within the current or previous levels and may assist others in performing work of greater complexity.*

VETERANS SERVICES REPRESENTATIVE I: Performs entry-level veterans assistance work. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited or no experience and spend the majority of their time performing simple to routine work following standard procedures.

VETERANS SERVICES REPRESENTATIVE II: Performs routine (journey-level) veterans assistance work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard, occasionally assist other staff in performing work of greater complexity, and 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.
- Prepare and submit reports.

VETERANS SERVICES REPRESENTATIVE III: Performs moderately complex (journey-level) veterans assistance work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Plan, coordinate, and develop local veterans employment activities and outreach activities; and evaluate local program services and methods of operation.
- Interpret and disseminate information concerning veterans programs and procedures.

VETERANS SERVICES REPRESENTATIVE IV: Performs complex (journey-level) veterans assistance work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Represent the agency at public information programs and conduct briefings and/or presentations on benefits, employment, and training opportunities for veterans.
- Serve as onsite representative at state-owned veterans facilities.

***Note:** A senior-level employee (levels V-VI) may serve in a lead or supervisor role. Senior-level employees may perform the full range of work identified in the levels preceding their own and/or may oversee or coordinate that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight; the nature, complexity, and impact of the work performed; and the employee's related experience, education, and certifications.*

VETERANS SERVICES REPRESENTATIVE V: Performs advanced (senior-level) veterans assistance work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Evaluate case management to ensure case standards are met and caseload control is maintained.
- Analyze and recommendations program services improvements.
- Consult with and speak to veteran, business, and community groups to coordinate, improve, and stimulate interest in veteran programs and services.
- Represent veterans before military discharge review boards, physical evaluation boards, and U.S. Department of Veterans Affairs rating boards and appeal hearings.
- Conduct administrative inquiries and private investigations as directed.

VETERANS SERVICES REPRESENTATIVE VI: Performs highly advanced (senior-level) veterans assistance work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate the contractual obligations of onsite service providers at state-owned veterans homes and cemeteries.
- Plan, develop, recommend, and review techniques, service delivery methods, standards, policies, and procedures to identify gaps in resources and to recommend improvements.
- Review and evaluate action taken by rating boards in rating claims for benefits, represent veterans before rating boards, and take necessary corrective action for successful adjudication of claims.
- Coordinate the marketing of veterans programs to community and professional groups to encourage interest in programs and to secure support for those programs.
- Develop and initiate training programs.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of laws, rules, and regulations applicable to veterans benefits, entitlements, and 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 solve problems; to determine appropriate programs to recommend; and to communicate effectively.

Additional for Veterans Services Representative V – VI levels

- Skill in monitoring veterans programs, conducting case management, developing and writing reports, and developing training programs.

- Ability to interpret laws, regulations, and policies pertaining to benefits and rights of veterans; and to supervise the work of others.