



Veterans Services Representative II

Salary Group: B17

Class Code: 5105

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
VETERANS SERVICES REPRESENTATIVE I	5104	B16	\$37,918 - \$58,130
VETERANS SERVICES REPRESENTATIVE II	5105	B17	\$39,976 - \$61,399
VETERANS SERVICES REPRESENTATIVE III	5106	B18	\$42,521 - \$67,671
VETERANS SERVICES REPRESENTATIVE IV	5107	B19	\$45,244 - \$72,408
VETERANS SERVICES REPRESENTATIVE V	5108	B20	\$48,158 - \$77,477
VETERANS SERVICES REPRESENTATIVE VI	5109	B21	\$51,278 - \$82,901

GENERAL DESCRIPTION

Performs routine (journey-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 moderate supervision, with limited 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.

Conducts 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.

Prepares and files claims and supporting evidence for successful adjudication.

Prepares and submits reports.

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 represent veterans before military discharge review boards, physical evaluation boards, and rating boards.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in interviewing and counseling 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 analyze and solve problems; to research, gather, and document information; to determine appropriate programs to recommend; and to communicate effectively.