



# Veterans Services Representative IV

Salary Group: B19  
Class Code: 5107

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
<b>VETERANS SERVICES REPRESENTATIVE IV</b>	<b>5107</b>	<b>B19</b>	<b>\$45,244 - \$72,408</b>
VETERANS SERVICES REPRESENTATIVE V	5108	B20	\$48,158 - \$77,477
VETERANS SERVICES REPRESENTATIVE VI	5109	B21	\$51,278 - \$82,901

## GENERAL DESCRIPTION

Performs complex (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. May provide guidance to others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Plans, coordinates, and develops local veterans employment activities and outreach activities; and evaluates local program services and methods of operation.

Performs case management services and maintains client files.

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

Interprets and disseminates information concerning veterans programs and procedures.

Provides benefits information and assistance services on a multitude of veterans programs.

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 reviews claims and supporting evidence for successful adjudication.

Prepares, reviews, and submits reports.

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

Represents the agency at public information programs and conducts briefings and/or presentations on benefits, employment, and training opportunities for veterans.

Serves as a liaison between agencies dealing with benefits for veterans.

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

May serve as onsite representative at state-owned veterans facilities.

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

May provide guidance to others.

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 claims and entitlements of veterans; 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 eligibility criteria for benefits and rights of veterans; to determine appropriate programs to recommend; to communicate effectively; and to provide guidance to others.