



Veterans Services Representative V

Salary Group: B20

Class Code: 5108

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 advanced (senior-level) veterans assistance work. Works involves providing technical consultation on the veterans service program and coordinating program activities. May supervise the work of others. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Plans, coordinates, and evaluates veterans employment and outreach activities.

Reviews and evaluates case management and/or client files to ensure case standards are met, and maintains caseload control.

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

Evaluates program services, standards, policies, and methods of operation; and makes recommendations for improvement of services.

Works with veterans agencies to coordinate and improve the veterans service program, and provides instruction in the proper filing and handling of veterans claims work or other applicable programs.

Obtains, evaluates, and presents evidence for the development of claims by veterans.

Consults with and provides technical assistance to the public and staff concerning claims and employment work, veterans homes and cemeteries, and veterans land programs.

Consults with and speaks to veteran, business, and community groups to coordinate, improve, and stimulate interest in veteran programs and services.

Coordinates, interprets and disseminates information concerning veterans programs and procedures.

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

Represents veterans before military discharge review boards, physical evaluation boards, and U.S. Department of Veterans Affairs rating boards and appeal hearings.

Serves as contact person and maintains open and proactive channels of communication with veterans organizations, operators for veterans services, and the public.

Prepares and reviews reports.

Conducts administrative inquiries and private investigations as directed.

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

Assists with developing training programs.

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

May supervise the work of others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in veterans programs and services. Graduation from an accredited four-year college or university with major course work 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 pertaining to benefits, rights, and entitlements of veterans; assessment techniques; military occupations and transferable skills to civilian employment; and the legal aspects in processing claims by veterans.

Skill in interviewing and counseling, in identifying workable solutions, in developing and writing reports, in developing training programs, and in the use of a computer and applicable software.

Ability to analyze and solve problems; to interpret laws, regulations, and policies pertaining to benefits and rights of veterans; to determine appropriate programs to recommend; to research, gather, and document information; to communicate effectively; and to supervise the work of others.