



## **VETERAN SERVICE REPRESENTATIVE**

**DISTINGUISHING CHARACTERISTICS:** The incumbent will be responsible for assisting veterans and their dependents in understanding and obtaining benefits provided by Federal and State laws and regulations. In addition to interpreting Federal and State laws for recipients; interviews, counsels, and prepares all documents to file claims for veteran's benefits and entitlements for veterans, dependents and beneficiaries of veterans.

**ESSENTIAL JOB FUNCTIONS:** Provides information regarding claims procedures, eligibility criteria and related information to veterans, dependents, and survivors; deals with clients of various socio-economic levels and temperaments; makes referrals to other agencies; conducts routine briefing sessions as needed. Communicates and coordinates with representatives of other agencies to determine status or explain circumstances of claims submitted; clarifies regulations; prepares and coordinates client referrals. Prepares and maintains work records; reviews and stays abreast of legislation and regulations; completes required State reporting; completes claims forms for a variety of benefits and programs; prepares transmittal letters; orders documents needed to support claims; establishes and conducts follow-up on case files. Assists in the responsibility for vendor payments and other claims against the County; audits invoices and matches invoices to purchase orders; receives, compiles, and inputs data into computer; prepares warrants and maintains records; assists in compiling and preparing departmental budget; Coordinates van for out-of-area travel as needed. Attends training programs, workshops and seminars as required. Sits on various committees throughout both Counties. Assists with preparation of County Budget for Veterans Service Office. Must be available to travel throughout Inyo and Mono Counties and out of area to perform job duties.

### **EMPLOYMENT STANDARDS**

**Education/Experience:** A high school graduate or equivalent with one year of experience in the area of veterans' benefits counseling, which included completing and processing forms or applications and has obtained Accreditation as a Veterans Claims Representative; OR two years prior experience filing claim forms for benefits and programs and working with applicants. Must successfully meet the requirements of 38 C.F.R. 14.629(a) by completing a design course of instruction and passing the examination to become an accredited veterans claims representative within 6 months of hire.

**Knowledge of:** Medical terminology, physiology, and/or human body. Purpose, methods and practices of record keeping; modern office methods, practices, procedures and equipment. State, Federal, and local laws and regulations relative to veterans' rights, benefits, and obligations. Purposes, methods, and practices of financial record keeping.

**Ability to:** Interview, communicate clearly, observe, remember, and record events accurately. Use independent judgment in carrying out instructions concerning preparation and maintenance of records. Maintain confidentiality and keep accurate and complete documentation and records. Maintain cooperative working relationships with those contacted in the course of work.

**Physical ability to:** Must have ability to sit for prolonged periods of time, stand, twist, lift, and carry up to 25 pounds; climb and descend stairs; frequent telephone use.

**Special requirements:** Must possess or obtain by appointment date a valid operator's license issued by the State Department of Motor Vehicles. In accordance with title 38, Code of Federal Regulations 14.629, all persons appointed to this class are required to obtain accreditation with the State of California Department of Veterans Affairs within six (6) months of appointment to this class. Failure to successfully obtain this accreditation may be cause for termination of employment.