

SENIOR VETERANS' SERVICE OFFICER

494-A

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for assisting in the administration of services provided by the Office of Veterans Services. The incumbent will advise veterans and their dependents of their rights and benefits under State and Federal legislation and/or veterans' programs. Work is performed under the general supervision of the Director of Veterans' Services. Supervision is exercised over subordinate employees.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Assists the Director in the operation of the agency;

Performs a wide array of counseling and informational work through such means as personal interviews, telephone conversations and correspondence covering questions pertaining to federal, state and local benefits, legal aid and related veterans' problems and issues;

Procures documents and files and maintains records and reports to ensure veterans obtain benefits to which they may be entitled under state and federal legislation;

Prepares correspondence and reports utilizing a variety of application programs, including word processing and other common office software;

Ensures compliance with Veterans Administration regulations and procedures necessary to successfully perfect claims;

Visits veterans or dependents at home, hospital or nursing home to counsel them and obtain information regarding their status for filing for and/or receiving veterans benefits;

Acts as liaison with various local, state and federal agencies, veterans' organizations, community

groups, etc. relative to claims and benefits to which veterans may be entitled;

May represent agency at public functions as directed by agency director;

Works with private and public welfare agencies in investigating claims and status of needy clients;

Assists in supervising employees engaged in processing claims and benefits for veterans;

Performs other agency related duties as directed by the agency director.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of Federal, State and local laws and rules and regulations pertaining to veterans benefits and services; good knowledge of interviewing techniques; good knowledge of ordinary counseling techniques; good knowledge of the forms, methods and procedures necessary for the processing of veterans' benefit claims; ability to establish and maintain cooperative relations with the public and with veterans organizations; ability to operate a personal computer and utilize common office software programs, including word processing; ability to express ideas clearly, orally and in writing; sensitivity to veteran's issues; sensitivity to cultural diversity issues; resourcefulness; and tact.

MINIMUM QUALIFICATIONS: Candidate must be a veteran as defined in NYS Executive Law, Article 17, Section 350 and either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree or higher and one (1) year of experience in providing assistance to individuals regarding financial, legal, employment or other major life problems; or

- (B) Completion of sixty (60) credits hours at a regionally accredited or New York State registered college or university and three (3) years of experience as described in (A) above;
or
- (C) Graduation from high school or possession of a high school equivalency diploma and five (5) years experience as described in (A) above; or
- (D) An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

***NOTE:** Candidate must possess and maintain a valid appropriate class driver's license.*

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

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Revised and Replaced in Classplan: 3/24/2023

Revised and Replaced in Classplan; 5/16/2025 (Edu)