

**VETERANS SERVICE OFFICER**

DISTINGUISHING FEATURES OF THE CLASS: This is public contact and guidance work with the primary function of assisting veterans and their dependents in obtaining benefits to which they are entitled under the law. This position is concerned with advising veterans and their dependents regarding their rights and benefits; however, cases of unusual complexity may be referred to the director for clarification action. Work is performed under the general supervision of the Director of Veterans Service Agency according to prescribed procedures.

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.*

Interviews veterans or dependents and explains applicable provisions of the law regarding claims and benefits;

Assists in the preparation and filing of benefit claims;

Performs a wide array of counseling and informational work through such means as personal interviews, telephone conversations and correspondence on questions pertaining to claim benefits, employment placement, educational training, medical treatment, legal aid and related veterans problems;

Prepares correspondence, maintains case records and processes various forms involving tax exemptions, burial claims and pensions;

Secures commitment of veterans to hospital and other institutions and subsequently visits clients in order to counsel and advise them and obtains information regarding the status of their medical progress or claims;

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Maintains liaison with private and community agencies and other departments to coordinate services and investigate claims and status of needy clients;

May appear and advocate for veterans at Veterans Administration Medical Centers;

Works with various local, state and federal agencies, veterans organizations, community groups, etc. relative to benefits to which veterans may be entitled;

Prepares reports on specific cases and other activities.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

Good knowledge of federal, state and local laws and rules and regulations pertaining to veterans benefits and services; good knowledge of ordinary counseling techniques; good knowledge of the forms, methods and procedures necessary for the processing of veterans benefit claims; ability to operate a personal computer and utilize common office software programs, including word processing; ability to establish and maintain effective working relationships with the public and with veterans organizations; ability to express ideas clearly, orally and in writing; resourcefulness; and tact.

**MINIMUM QUALIFICATIONS:** Candidate must be an honorably discharged veteran **and** either:

- (A) Completion of sixty (60) credit hours at a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees and two (2) years experience involving substantial communication with adults involving persuasion, negotiation, explaining or counseling. This experience must have involved the exercise of judgment in dealing with or responding to another person.

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(Typical jobs involving this experience may include customer service representative, people providing or explaining personal or social service benefits, interviewers, counselors or similar jobs involving periodic confrontation with a client, customer, member of the public, etc.); or

- (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years experience as described in (A) above.

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

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NYS Civil Service Commission Approval: N/A

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