

VETERANS SERVICE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting the Director of Veterans Services with the activities of the Veterans Service Agency. The incumbent works with veterans in a confidential capacity in the absence of the Director with all phases of problems and informs them of various benefits to which they are entitled. Work also involves overseeing the day-to-day operation of the office, including maintenance of files, correspondence and responding to requests for information. The work is performed under the general direction of the Director of Veterans Services. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews veterans and their families explaining right and benefits under Federal, State and local rules and regulations;

Assists veterans, active service members and interested parties with the preparation of claims for benefits from the Veteran's Administration, the armed forces and all Federal, State and County agencies;

Utilizes Veterans Information Management System database in preparation of veterans claims;

Secures documentary evidence necessary for the proper presentation of veterans claims;

Cooperates with other County departments to assist veterans and dependents;

Contacts various State and Federal agencies regarding claims and eligible benefits for veterans and their dependents;

Composes and prepares correspondence and assists in the maintenance of all records of veterans cases serviced.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of Federal, State and local laws, rules and regulations related to veterans benefits and services;

Working knowledge of forms, methods, procedures and records necessary for the processing of veterans benefit claims;

Working knowledge of governmental structure and resources on the Federal, State and local level;

Ability to communicate effectively both orally and in writing;
Ability to establish and maintain effective working relationships with others;
Ability to understand and empathize with the needs and concerns of others;
Ability to operate a personal computer and utilize common office software programs.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with a Associates Degree or higher and two (2) years of experience assisting individuals in resolving financial, employment or benefit claim problems; OR

B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience assisting individuals in resolving financial, employment or benefit claim problems.

C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

NOTE: Education beyond an Associates Degree can be substituted for the experience on a year for year basis.

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