

VETERANS REPRESENTATIVE

DEFINITION

To provide a variety of clerical duties required to assist veterans and their dependents in understanding, applying for and maintaining eligibility for veterans' benefits.

DISTINGUISHING CHARACTERISTICS

This single-position classification provides assistance to veterans and their dependents in determining and maintaining eligibility for benefits. The incumbent provides clerical support to the Veterans' Service Officer.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Veterans' Service Officer.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Interviews and counsels veterans, their dependents and survivors; provides information concerning entitlement to vocational, financial, educational, and medical benefits and claims.

Completes forms and applications for benefits and services on behalf of veterans and their dependents; requests documents necessary for completion of applications.

Assists veterans in determining the status of their applications and claims by contacting federal, state, and local agencies by telephone and/or letter.

Computes and prepares claims for the state for reimbursement of expenses; compiles information for periodic state reports on program activities and operations.

Arranges for transportation of veterans or their family members to Veterans Hospitals; visits other agencies on behalf of veterans or their dependents.

Coordinates service activities with other county departments and divisions, outside agencies, and the general public as required.

Maintains complete and accurate veterans' service records and files.

Responds to citizen inquiries and complaints.

Prepares letters, claims, reports, and other documents; maintains financial and budget records; prepares payroll sheets.

Performs general clerical work as required, including but not limited to answering the telephone, copying, and filing documents, entering computer data, ordering office supplies, etc.

Veterans Representative

Rev.- 01/01/06

Rev.- 01/01/07

Rev.- 07/01/07

Rev.- 01/01/08

Rev.-07/01/11

M.O. #8-1/04/06

M.O. #19b-1/4/07

M.O. #19b-1/4/07

M.O. #19b-1/4/07

M.O. #11- 7/5/11

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state, and county laws and regulations.

Basic interviewing and counseling techniques.

Modern office practices and technology, including the use of computers for data and word processing.

Principles and practices of efficient record-keeping.

Correct English usage, spelling, grammar, and punctuation; basic arithmetic.

Ability to:

Type accurately at a speed necessary for successful job performance.

Establish, prepare, and maintain accurate reports and records.

Interpret and apply federal, state, and local policies, procedures, laws and regulations.

Learn the organizational policies and procedures of the department.

Understand and follow oral and written instructions.

Establish and maintain cooperative working relationships with those contacted during the course of work.

Communicate clearly and concisely, both orally and in writing.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible general clerical experience.

Training:

High school diploma or GED equivalent, supplemented by specialized clerical or secretarial training.

