



## Military & Veterans Services Representative II

### Monterey County Department of Social Services

Monthly Salary: \$3,467 - \$4,735

**Application Deadline:**

Tuesday, December 23, 2014

5:00 p.m. PST

**Tentative Examination Date:**

Oral Exam: Week of January 12, 2015

Examination will be held in Monterey County

**Location:**

The resulting list will be used to fill vacancies in Salinas, Seaside, Monterey, & King City, California

**The Position**

Under direction, the Military and Veterans Representative II interviews, advises, and assists veterans and their dependents in obtaining benefits such as disability compensation, pension, education, insurance, hospitalization, home loans, out-patient medical care, and burial to which they are entitled under federal, state, and local legislation; processes applications for benefits; researches, interprets and explains applicable federal and state laws and regulations regarding veterans benefits; refers veterans and their dependents to other governmental agencies, veterans groups, and service organizations; works with local law enforcement agencies, correctional facilities, and other outreach programs as designated by the Director.

**Minimum Qualifications**

While the following requirements outline the minimum qualifications, only applicants who demonstrate the best qualifications match for the job will be selected to continue in the recruitment process. Applicants must meet the minimum qualifications by the application deadline.

One year of experience performing duties comparable to the Monterey County classification of Military and Veterans Services Representative I.

***As a condition of employment, the incumbent will be required to possess accreditation by the United States Department of Veterans Affairs and certification by the California Department of Veterans Affairs within nine (9) months from date of hire, pursuant to Title 38, sections 14.629 and 14.630 of the Code of Federal Regulations.***

**Additional Information**

A valid California Driver License is required within ninety (90) days of appointment. Employees who drive on county business to carry out job-related duties must possess a valid California Driver License for the class of vehicle driven. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

All new hires will be subject to Live Scan fingerprinting. Fingerprint clearance is a condition of employment.

This position is non-exempt from the Fair Labor Standards Act (FLSA) and is eligible for overtime pay.

This position may be required to work evenings and/or weekends.

Monterey County is a Drug-Free Workplace.

The ability to speak, read, and write Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the Merit System Services bilingual proficiency examination prior to appointment.

The existing eligible list will be replaced upon completion of this examination. The eligible list established from this recruitment will be used to fill part-time and full-time regular, limited-term or extra-help positions as vacancies occur or the need arises.

**Monterey County**

Monterey County, with a population of approximately 422,000, is located on the central coast of California, approximately two hours south of San Francisco.

Salinas, the county seat, has a population of approximately 153,000.

Monterey County offers a mild, spring-like climate year-round. The county offers a wide range of scenic locals including: Monterey's picturesque bay and seaside restaurants, the Salinas Valley's hillside vineyards, Big Sur's rugged coastline and redwood groves, Pebble Beach's perfectly groomed golf courses, Salinas' renowned old-fashioned rodeo, and Carmel-by-the-Sea's elite music and art festivals.

## KNOWLEDGE AND ABILITIES

**The following may be tested in the examination:**

### **Knowledge of:**

- Problem solving techniques used to clarify or resolve discrepancies between regulatory guidelines and veterans' claims and supportive evidences.
- Interviewing techniques.
- Medical terms used in legislation, regulations and claims presentation.
- Community organizations and resources available to veterans and their families.
- Basic arithmetic, including addition, subtraction, multiplication and division.
- Federal, state, and local laws and regulations governing veterans' rights, benefits, and obligations.
- Veterans' claims and appeal practices and procedures.

### **Ability to:**

- Understand, interpret, and apply complex laws and regulations on the rights and benefits to which veterans and their dependents are legally entitled.
- Speak, write, and interview effectively in a variety of locations and circumstances.
- Listen attentively and ask pertinent questions.
- Analyze and evaluate problems of individual veterans and their families, and recommend effective solutions or alternatives.
- Speak effectively before small and large groups.
- Prepare clear and concise correspondence and maintain simple records.
- Establish and maintain effective working relationships with those contacted through the course of work.
- Gather, record and evaluate information necessary for initial and continuing eligibility entitlements for a variety of veteran's benefits.
- Operate a personal computer to complete forms, utilize computer and/or web-based applications, and prepare reports.

## EXAMINATION INFORMATION

MSS reserves the right to revise the examination plan if the circumstances under which this examination was planned change. The examination process may include one or more of the following components: application evaluation, computer skills assessment, supplemental questionnaire, written examination, job related exercise, and/or a structured oral examination. Candidates will be notified of any changes to the examination plan as posted on this job bulletin.

**The examination component consists of:**

### **ORAL EXAMINATION**

This examination will be weighted: 100%

Categories tested may include:

- Analytical
- Communication (Oral & Written)
- Education, Experience and Training
- Interpersonal Relations
- Interviewing Skills
- Planning/organizational Skills

**HOW TO APPLY FOR THIS EXAMINATION**

Applicants must submit a completed MSS application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto [www.mss.ca.gov](http://www.mss.ca.gov) and following the instructions.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. Faxing or mailing your application does not guarantee that your application will be among those approved. POSTMARKS ARE NOT ACCEPTED.

Application packets may be obtained by contacting MSS, or the Social Services, Child Support, or HR Department in the county.

**MERIT SYSTEM SERVICES**

241 Lathrop Way, Sacramento, CA 95815

Website: [www.mss.ca.gov](http://www.mss.ca.gov)

Email: [mss@cpsshr.us](mailto:mss@cpsshr.us)

Phone: (916) 263-3614

**Note:** Your application and any additional material become the property of MSS. **Please make a copy for your file.**

**This job bulletin will not be available online after the application deadline. Please print a copy for your records.**

**FOREIGN EDUCATION**

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline. Organizations that provide foreign education credential evaluation services can be found at [www.naces.org](http://www.naces.org). MSS will accept verification of degree and/or course equivalency from any of the listed member agencies. You must fax all pertinent documents to MSS at 916-648-1211 or email them to [mss@cpsshr.us](mailto:mss@cpsshr.us) prior to the application deadline.

**EXAMINATION NOTIFICATION**

MSS will send you an email informing you of your status once it has been determined. Candidates who apply via a paper application and do not supply us with an email address will receive all recruitment notification via United States Postal Service. Selected applicants will be invited to the next step of the examination process. If you have not received notice at least two (2) working days prior to the tentative test date, please contact Merit System Services at [mss@cpsshr.us](mailto:mss@cpsshr.us).

Some positions require that all approved candidates take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral exam for this position please note the following: Prior to being scheduled for the oral examination, you will receive an email from Merit System Services, [mss@cpsshr.us](mailto:mss@cpsshr.us), asking you to confirm your interest in the position and your availability to attend the exam on a specific date. If you do not reply to the e-mail sent to you by the specified deadline or you are not available on the specified exam date, you will not be scheduled for the oral exam.

**SPECIAL TESTING ARRANGEMENTS**

Special testing arrangements may be made to accommodate applicants with disabilities or whose religious convictions prevent them from testing on a specific date. If you require such arrangements, it is your responsibility to contact MSS at [mss@cpsshr.us](mailto:mss@cpsshr.us) within five (5) days of the date on your letter/email notifying you that you have been invited to move forward in the exam process.

*Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.*

**SUPPLEMENTAL APPLICATION**  
**Military & Veterans Representative II**  
**Monterey County Department of Social Services**  
**APPLICATION DEADLINE: Tuesday, December 23, 2014**

Your responses to this supplemental questionnaire are an integral part of your examination, and will be reviewed and evaluated based on the job requirements. Applicants with the most relevant experience will be invited to the examination. It is important that your responses be as complete and detailed as possible. Please write your responses on separate sheets of 8 ½ X 11 paper, referenced to the appropriate questions, and attach them to this cover sheet. **FOR ONLINE APPLICANTS, THESE QUESTIONS WILL BE INCLUDED IN THE SUPPLEMENTAL SECTION OF THE APPLICATION.**

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

FAILURE TO RESPOND TO THIS SUPPLEMENTAL QUESTIONNAIRE AND SUBMIT YOUR RESPONSES TO MERIT SYSTEM SERVICES BY THE APPLICATION DEADLINE WILL ELIMINATE YOU FROM THE EXAMINATION PROCESS.

1. Are you **(or do you have the ability to obtain within nine months)** an accredited service representative as described by 38 Code of Federal regulations sections 14.629 and 14.630 via certification by the California Department of Veterans Affairs? Yes or No.
  
2. Are you **(or do you have the ability to be)** a qualified veteran as described in The California Military and Veterans Code, Section 970? Yes or No.