

VENTURA COUNTY, HUMAN SERVICES AGENCY INVITES APPLICATIONS FOR:

**HS Veterans Claims Officer I/II
0117HSA-19AA (PB)**

An Equal Opportunity Employer

SALARY RANGE (approximate)

\$17.97 - \$26.67 Hour \$3,115.02 - \$4,623.02 Monthly \$37,380.18 - \$55,476.26 Annually

POSITION INFORMATION



Under immediate (I) or general (II) supervision, incumbent assists eligible veterans and their dependents/survivors in obtaining benefits under Federal and State laws pertaining to Veterans affairs. The HS Veterans Claims Officer I is a trainee classification. The incumbent receives close supervision and training in benefit eligibility determination. Trainees are expected to progress to the HS Veterans Claims Officer II level upon successful completion of a one-year training program and the successful completion of accreditation by the U.S. Department of Veterans Affairs. At the journey level, HS Veterans Claims Officer II provides a full range of services to veterans and their families and may be assigned lead person responsibilities.

The ideal candidate will be a military veteran with thorough knowledge and understanding of military culture, possess military medical unit expertise/knowledge, have a Bachelor's or higher level degree in a related field of study, work experience in a military environment interviewing and securing information from individuals, work experience with community resources available to veterans and their dependents, and work experience researching, interpreting, evaluating federal, state and local laws and regulations regarding military and veterans benefits, programs and services. Additionally, the ideal candidate will possess excellent customer service, oral and written communication and group presentation skills, as well as computer skills in Word, Excel, and case management systems.

APPROXIMATE SALARIES

HS Veterans Claims Officer I: \$17.97 to \$23.96 per hour

HS Veterans Claims Officer II: \$20.00 to \$26.67 per hour

EDUCATIONAL INCENTIVE: Some positions may be eligible for an educational incentive of 2.5%, 3.5%, or 5% based on completion of an Associate's, Bachelor's, or Master's degree that is not required for the classification.

BILINGUAL INCENTIVE: Incumbents may also be eligible for bilingual incentive pay depending upon operational needs and certification skills.

HS Veterans Claims Officer I/II is represented by the Service Employees International Union (SEIU) and is eligible for overtime compensation.

Examples Of Duties:

Duties may include, but are not limited to the following:

- Interviews and advises claimants regarding available VA benefits; assists in the filing of claims and securing necessary support documents; makes home, hospital, confinement facility, and senior center field visits as required; and determines eligibility for state VA and local programs.
- Reviews VA case decisions and award actions to ensure equity for the claimant.
- Researches, interprets, evaluates, and explains applicable federal, state, and local laws and regulations regarding military and veterans' benefits, programs, and services.
- Prepares and maintains records, reports and correspondence.
- Files for appellate action where appropriate to the Veterans Board of Appeals in Washington, D.C.
- Initiates and responds to oral and written inquiries from other agencies and the public.
- Prepares and presents benefits briefings to veteran and service organizations.
- Performs other related duties as assigned.

TYPICAL QUALIFICATIONS

These are entrance requirements to the exam process and assure neither continuance in the process nor placement on an eligible list.

EDUCATION, TRAINING, and EXPERIENCE:

HS Veterans Claims Officer I

Possession of a Bachelor's Degree from an accredited college or university with a major in counseling, psychology, sociology, business administration, public administration or a closely related field;

OR

Military Services: Possession of a DD form 214 or equivalent which indicates honorable service in the United States Armed Forces and (1) one year of experience which involved in-depth interviewing and securing of information;

OR

(2) two years' experience which involved in-depth interviewing and securing of information from individuals in a military environment.

HS Veterans Claims Officer II

Experience: (1) year experience comparable to a HS Veterans Claims Officer I and successful completion of accreditation by the U.S. Department of Veterans Affairs.

Work schedules may be subject to change.

OTHER REQUIREMENTS:

Must possess a valid California driver license.

Proof of accreditation by the U.S. Department of Veterans Affairs is required for the HS Veterans Claims Officer II.

DESIRED:

- Military veteran who served honorably in the United States Armed Forces.
- Bachelor's or higher level degree in a related field of study.
- In-depth experience interviewing and securing information in a military environment.
- Work experience with community resources available to veterans and their dependents.
- Work experience researching, interpreting, and evaluating federal, state and local laws and regulations regarding military and veterans benefits, programs and services.

Knowledge, Skills, and Abilities:

- Thorough knowledge and understanding of military culture.
- Working knowledge of the needs and problems of disabled and disadvantaged veterans.
- Working knowledge of the structure, function and regulations of the Veterans Administration and related state and county agencies.
- Working knowledge of the rights and benefits available to veterans and their dependents.
- Working knowledge of the processes and procedures involved in filing a claim.
- Working knowledge of social welfare programs at the federal, state and local levels.
- Ability to read, understand and follow complex rules, regulations, policies and guidelines.
- Ability to make accurate mathematical computations.
- Ability to elicit information by interview.
- Ability to evaluate information to determine eligibility.
- Ability to communicate effectively with individuals and groups from a variety of social, cultural and economic backgrounds, and present information effectively both verbally and in writing.
- Ability to establish and maintain cooperative working relationships with other staff members and outside agencies.
- Proficient in the use of automated systems such as Word, Excel, and computerized case management systems.

RECRUITMENT PROCESS

FINAL FILING DATE: Applications must be received by County of Ventura Human Resources in Ventura, California, no later than 5:00 p.m. on Monday, April 22, 2019.

To apply online, please refer to our web site at www.ventura.org/jobs. If you prefer to fill out a paper application form, please call (805) 654-5129 for application materials and submit them to County of Ventura Human Resources, 800 South Victoria Avenue, L-1970, Ventura, CA 93009.

Sufficient information must be provided under the Education/Work Experience portion of the application and supplemental questionnaire to thoroughly and accurately demonstrate your qualifications in order to determine eligibility. **A resume may be attached to supplement your responses in the above-referenced sections; however, it may not be substituted in lieu of the application.**

NOTE: If presently permanently employed in another merit or civil service public agency/entity in the same or substantively similar position as is advertised, and if appointed to that position by successful performance in a merit or civil service style examination, then appointment by Lateral Transfer may be possible. If interested, please click [here](#) for additional information.

SUPPLEMENTAL QUESTIONNAIRE - qualifying: All applicants are required to complete and submit the questionnaire for this exam AT THE TIME OF FILING. The supplemental questionnaire

may be used throughout the exam process to assist in determining qualifications for the position. Failure to complete and submit the questionnaire may result in removal of the application from further consideration.

APPLICATION EVALUATION - qualifying: All applications will be reviewed to determine whether the stated requirements are met. Applicants meeting the stated requirements will be invited to continue to the next step in the examination process.

COMPARATIVE SCREENING - qualifying: If there is a high number of qualified applicants, a comparative screening may be conducted. Applications will be evaluated and ranked according to criteria that most closely meets the business needs of the department, so it is essential that applicants provide as much relevant detail as possible and answer all parts of the application and supplemental questionnaire. Only applicants whose submissions most closely match the business needs outlined in the announcement will proceed to the oral examination.

ORAL EXAMINATION - 100%: A job-related oral examination will be conducted to evaluate and compare participating applicants' knowledge, skills and abilities in relation to those factors which job analysis has determined to be essential for successful performance of the job. Applicants must earn a score of seventy percent (70%) or higher to qualify for placement on the eligible list.

The oral exam is tentatively scheduled for April 30 and/or May 1, 2019. A verification notice will be sent confirming the test schedule and location details.

NOTE: If there are three (3) or fewer qualified applicants, an oral exam will not be conducted. Instead, a score of seventy percent (70%) will be assigned to each application, and each applicant will be placed on the eligible list.

Candidates successfully completing the examination process may be placed on an eligible list for a period of one (1) year. The eligible list established from this recruitment may be used to fill present and future regular, temporary, fixed-term, intermittent, and extra-help vacancies. There is currently one (1) Regular vacancy.

NOTE: If appointed at the lower level, incumbent may be promoted to the higher level without further examination upon meeting the minimum requirements, demonstrating satisfactory performance, and in accordance with the business needs of the department.

BACKGROUND INVESTIGATION: A thorough pre-employment, post offer background investigation which may include inquiry into past employment, education, criminal background information, and driving record may be required for this position.

For further information about this recruitment, please contact Patty Booker by email at patty.booker@ventura.org or by telephone at (805) 477-5114.

HS Veterans Claims Officer I/II Supplemental Questionnaire

Please respond to the following questions. Your responses will give us additional information about your experience and background related to this position, and will be used in the selection process. Please be as concise and specific as possible; clarity of expression and ability to follow instructions will be considered in the evaluation process.

1. Do you possess or have the ability to obtain a California driver license?
 Yes
 No
2. Do you possess a DD Form 214 which indicates you served honorably in the United States Armed Forces?

- Yes
 No
3. Please indicate the highest level of education you have completed.
- No high school diploma or GED
 - High school diploma or GED
 - 1 to less than 60 semester units of college course work
 - 60 or more semester units of college course work, but no degree
 - Associate's degree
 - Bachelor's degree
 - Master's degree or higher
4. Please indicate the major field of study for the highest level of education you indicated above.
- Counseling
 - Psychology
 - Sociology
 - Business Administration
 - Public Administration
 - Other field of study closely related to this position
 - Other field of study not related to this position
 - None
5. If you selected "Other field of study closely related to this position" in the question above, please indicate the field of study for your highest level of educational achievement, and how it relates to this position. (Indicate "N/A" if not applicable.)
6. Which statement below best describes your full-time equivalent work experience interviewing and securing information from individuals in a **military** environment?
- None
 - Some but less than 1 year
 - 1 to less than 2 years
 - 2 to less than 3 years
 - 3 to less than 4 years
 - 4 to less than 5 years
 - 5 or more years
7. Which statement below best describes your full-time equivalent work experience interviewing and securing information from individuals in a **NON-military** environment?
- None
 - Some but less than 1 year
 - 1 to less than 2 years
 - 2 to less than 3 years
 - 3 to less than 4 years
 - 4 to less than 5 years
 - 5 or more years
8. If you indicated above that you have work experience interviewing and securing information from individuals in a military or non-military environment, please describe your duties and responsibilities, specify if it was a military or non-military environment, and provide the name of the employer/organization and dates of employment. If no experience, please state "none".

9. Please describe your work experience associated with community resources available to veterans and their dependents, and provide the names of the community resources to which you are referring. If no experience, please state "none".

10. Please describe your work experience related to researching, interpreting and evaluating federal, state and local laws and regulations regarding military and veterans benefits, programs and services. If no experience, please state "none".

11. Please describe your proficiency in the use of automated systems such as Word, Excel, and computerized case management systems.