

Veterans Service Representative I

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County of Siskiyou

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33,113.60–41,267.20 a year

Full-time

 No degree mentioned

 Health insurance

Job highlights

Identified by Google from the original job post

Qualifications

- Policies, operations, and functions of the county Veterans Service Program
- Laws, rules, regulations, and policies affecting veterans services and assistance
- Community resources and local agencies related to veterans services
- Modern office methods, filing systems, and procedures
- Computers and software used in program support work and veterans service claims processing

Responsibilities

- Under general direction, to assist with coordinating, administering, and providing a program of veteran's services and benefits as provided by federal, state, and local agency monies and regulations; to counsel and advise veterans and dependents on their benefits; to perform complex office support work; and to do related work as required
- This class is distinguished from Veteran Service Representative II in that the Veterans Service Representative II performs more complex veterans service assistance requiring more comprehensive knowledge and utilization of veterans service resources under limited supervision
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- Any combination of training or experience that would provide the knowledge and skills to successfully perform the listed duties is qualifying
- A typical way, but not required, to obtain the required knowledge and skills would be:
- Two years of responsible work experience in providing program services and performing a variety of office and administrative support work
- Possession of, or ability to obtain, a current and valid driver's license
- Possession of, or ability to obtain, accreditation from the California Department of Veterans Affairs within the first six months of employment
- Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX
- Counsels and assists veterans and their dependents with initiating, developing, and processing claims for disability compensation, pensions, insurance benefits, vocational rehabilitation, hospitalization, medical care, loan guarantee benefits, and civil service benefits
- Procures necessary information, records, and affidavits to support claims; assists with the preparation of appeals to denials of veterans benefits and claims; maintains current knowledge of changes in laws and regulations affecting veterans benefits
- Develops and maintains communication and contact with local organizations concerned with veterans programs; assists with the development and distribution of information concerning veterans benefits and programs related to education, disability, pensions, employment, and loans
- Assists with the development and administration of the Veterans Services budget and monitors expenditures
- Maintains records and prepares reports for veterans services functions for veterans and their families
- Performs a variety of records maintenance and specialized office support assignments related to the Veterans Services Program
- Research, analyze, and develop documentation for claims
- Perform a variety of difficult and complex office and administrative support assignments
- Collect, compile, and analyze a variety of information
- Work is performed in an office environment; occasionally works outside; continuous contact with other staff

Job description

The County of Siskiyou is an Affirmative Action/Equal Opportunity Employer We welcome applicants of any race, religion, or ancestry For exact salary information please refer to the current salary schedule. County website Appointee shall be a Veteran General Statement of Duties: Under general direction, to assist with coordinating, administering, and providing a program of veteran's services and benefits as provided by federal, state, and local agency monies and regulations; to counsel and advise veterans and dependents on their benefits; to perform complex office support work; and to do related work as required. Distinguishing Characteristics: This is a specialized classification for carrying out the veterans services program in Siskiyou County. Responsibilities include claims processing, counseling, and office support work. This class is distinguished from Veteran Service Representative II in that the Veterans Service Representative II performs more complex veterans service assistance requiring more comprehensive knowledge and utilization of veterans service resources under limited supervision. Reports to: Veterans Services Officer Classifications Supervised: This is not a supervisory class. Essential Functions: • Assists with coordinating and administering a program of veterans services under the guidelines of federal and state agencies. • Counsels and assists veterans and their dependents with initiating, developing, and processing claims for disability compensation, pensions, insurance benefits, vocational rehabilitation, hospitalization, medical care, loan guarantee benefits, and civil service benefits. • Procures necessary information, records, and affidavits to support claims; assists with the preparation of appeals to denials of veterans benefits and claims; maintains current knowledge of changes in laws and regulations affecting veterans benefits. • Develops and maintains communication and contact with local organizations concerned with veterans programs; assists with the development and distribution of information concerning veterans benefits and programs related to education, disability, pensions, employment, and loans. • Assists with the development and administration of the Veterans Services budget and monitors expenditures. • Maintains records and prepares reports for veterans services functions for veterans and their families. • Performs a variety of records maintenance and specialized office support assignments related to the Veterans Services Program. Knowledge of: • Policies, operations, and functions of the county Veterans Service Program. • Laws, rules, regulations, and policies affecting veterans services and assistance. • Community resources and local agencies related to veterans services. • Interviewing and counseling techniques. • Modern office methods, filing systems, and procedures. • Computers and software used in program support work and veterans service claims processing. Desired Skills: • Read, interpret, apply, and explain federal and state laws, rules, and regulations governing veterans benefits and services. • Learn to provide effective counseling regarding benefits and services to veterans. • Research, analyze, and develop documentation for claims. • Perform a variety of difficult and complex office and administrative support assignments. • Collect, compile, and analyze a variety of information. • Use word processing software at sufficient speed to accomplish work assignments. • Operate a computer and use appropriate software in the performance of Veterans Service Program support work. • Communicate effectively both orally and in writing. • Learn to effectively represent the Veterans Services Program in responding to inquiries, providing assistance, and dealing with public and community organization concerns about veterans services. • Establish and maintain cooperative working relationships. Training and Experience: Any combination of training or experience that would provide the knowledge and skills to successfully perform the listed duties is qualifying. A typical way, but not required, to obtain the required knowledge and skills would be: • Two years of responsible work experience in providing program services and performing a variety of office and administrative support work. • Previous experience working in a Veterans services program and with Veterans claims processing is highly desirable. Special Requirements: • Possession of, or ability to obtain, a current and valid driver's license. • Possession of, or ability to obtain, accreditation from the California Department of Veterans Affairs within the first six months of employment. Typical Physical Requirements: Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and

vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX. Typical Working Conditions: Work is performed in an office environment; occasionally works outside; continuous contact with other staff