

ASSISTANT TO DIRECTOR VETERANS SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for counseling and assisting veterans, service persons, dependents, survivors and other claimants on federal, state and local laws relating to veterans' rights, privileges and benefits. Work involves matters pertaining to education and training; health, medical and rehabilitation services and facilities; employment and re-employment and provisions of laws relating to veterans' status. Provides administrative and clerical support to the Director of Veterans Services. An incumbent in this position is expected to exercise independent judgement in areas of concern and responsibility. Supervision is received from an administrative superior with work being reviewed through submission of written reports and conference. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Personally interviews claimants in need of assistance. Confers with claimants or others by telephone, in writing or electronically. Prepares and processes claims, applications and appeals for pension, compensation, medical treatment and other service benefits; procures documentation required for validation of claims; follows up claims to assure prompt action; reviews decisions relating to claims and financial awards made by the Veterans Administration and/or state or local government departments. Confers with medical, mental health, and social work professionals on issues relating to veterans' current and previous disabilities, and relationships. Obtains information from financial institutions, social security, nursing and adult homes, social services, and other units regarding funding and authorization for indigent burial of eligible veterans, survivors or dependents under applicable state and local laws. Assists and advises veterans regarding insurance programs and benefits and in formulating or converting their insurance estate. Provides interpersonal peer counseling, evaluation and referral on veteran laws, regulations and administrative directive. Administers registration for Veterans Memorial Cemetery, records deaths and database management. May coordinate and supervise the maintenance of personnel records or other records; May coordinate preparation of payrolls; Secures budget estimate data, makes budget estimate studies, assists in preparation of budget and the maintenance of the budget control; Physical condition commensurate with the demands of the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of federal, state and local laws governing veterans' benefits. Good knowledge of benefits and services available to veterans, survivors, dependents and other claimants. Good knowledge of medical and psychological diagnosis, evaluation and terminology as it applies to veterans. Good knowledge of business arithmetic and English; Working knowledge of modern office machines; Ability to establish and maintain good public relations and to deal effectively with veteran-related problems. Initiative and resourcefulness; Tact and courtesy; integrity; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma; and four years of clerical experience which must have involved public contact and managing financial accounts including two years of personnel or administrative experience preferably with veterans or members of the armed forces in giving counsel and assistance to individuals regarding personal, legal, financial or placement problems.

Competitive

Adopted 11/20/09

Revised 12/23/09