

VETERANS SERVICE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting the Director of Veterans Services with the activities of the Veterans Service Agency. The incumbent works with veterans in a confidential capacity and refers them to the appropriate Veterans Service Officer to assist with all phases of problems and informs them of various benefits to which they are entitled. Work also involves overseeing the clerical and administrative day-to-day operation of the office, including maintenance of files, correspondence and responding to requests for information. The work is performed under the general direction of the Director of Veterans Services. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists veterans, active service members and interested parties either on the phone or in the office, ascertains their needs and refers them to the proper Veterans Service Officer, Director, or other resources as needed;
Utilizes Veteran's Information Management System database in preparation of veterans claims;
Secures documentary evidence necessary for the proper presentation of veterans claims;
Cooperates with other County departments to assist veterans and dependents;
Contacts various State and Federal agencies regarding claims and eligible benefits for veterans and their dependents;
Composes and prepares correspondence and assists in the maintenance of all records of veterans' cases serviced
Provides clerical and administrative support to the department.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of Federal, State and local laws, rules and regulations related to veterans benefits and services;
Working knowledge of forms, methods, procedures and records necessary for the processing of veterans benefit claims;
Working knowledge of governmental structure and resources on the Federal, State and local level;

Ability to communicate effectively both orally and in writing;
Ability to establish and maintain effective working relationships with others;
Ability to understand and empathize with the needs and concerns of others;
Ability to operate a personal computer and utilize common office software programs;
Empathy;
Dependability.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with an Associate Degree or higher; OR
- B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of clerical experience assisting individuals in resolving financial, employment or benefit claim problems.
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

NOTE: An honorably discharged veteran who served in the active armed forces of the United States may substitute military time for the clerical experience with one year of service being equivalent to one year of experience.

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