

ASSISTANT VETERANS AFFAIRS ADMINISTRATOR

NATURE OF WORK IN THIS CLASS:

This is complex administrative work involved in assisting in the administration of the programs and activities of the Office of the Veterans Affairs.

ILLUSTRATIVE EXAMPLES OF WORK: (These examples do not include all the duties listed, nor do the examples cover all the duties which may be performed.)

Assists in administering the programs and activities of the Office of the Veterans Affairs; coordinates benefits and services available to veterans, their dependents, heirs and survivors.

Interviews and counsels veterans, their dependents and survivors and military personnel relative to their entitlement to benefits and privileges under the federal and local laws; interprets and explains provisions of the laws and regulations to veterans requesting for assistance.

Reviews and processes complex and involved claims and applications for education, hospitalization, clinic care, dental care, burial allowances, civil service preference, certificates, loan guarantee certificates, and other similar requests to the Veterans Administration; obtains evidence and required documents in support of claims.

Prepares and files legal briefs in connection with substantive appeals for presentation to the Board of Veterans Appeals and notices of disagreement for disallowed claims.

Maintains current laws, rules and regulations pertinent to the processing and determination of veterans benefits and services.

Delivers speeches and participates in other public relations activities.

Maintains records and prepares reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the federal and local laws, regulations, policies and procedures governing veterans benefits and service programs.

Knowledge of the principles of office administration.

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Ability to assist in administering the programs and activities of the Office of the Veterans Affairs.

Ability to evaluate operational effectiveness and recommend changes in organization, policies and procedures to improve effectiveness.

Ability to make work decisions in accordance with laws, rules and regulations and to apply departmental policies and procedures to work problems.

Ability to analyze the merits of complex claims and present and argue their merits orally and in writing.

Ability to refer clients to community resources and local agencies, groups and organizations providing services or benefits to the veterans and their dependents.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

(a) Three years of veterans counseling experience and graduation from a recognized college or university with a Bachelor's degree in public or business administration or related field; or

(b) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

ESTABLISHED: JULY 1980



DAVID R. FLORES, Executive Director
Civil Service Commission