

VETERANS SERVICE REPRESENTATIVE

NATURE OF WORK IN THIS CLASS:

This is complex technical work involved in processing applications for veterans and their representatives claiming benefits under the jurisdiction of the Veterans Administration.

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

Assists veterans or their representatives complete application/claims forms for services or benefits; gathers, evaluates and secures documents and facts regarding veterans' military, social and medical history; checks forms, records and documents for accuracy and conformance with established requirements.

Makes district and home calls or visits where necessary.

Applies and interprets federal and local legislation affecting veterans and their dependents.

Maintains records and prepares reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of modern office practices.

Ability to learn, apply and interpret laws, regulations, and other program guidelines.

Ability to gather, evaluate and secure facts and documents pertinent to benefits eligibility determinations.

Ability to work effectively with the veterans, public and employees.

Ability to communicate effectively, orally and in writing.

Ability to maintain records and prepare reports.

Skills in the safe operation of motor vehicle.

MINIMUM EXPERIENCE AND TRAINING:

- (a) Two years of technical work experience involving the application of technical guidelines and requirements and public contact work, and graduation from high school, or

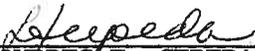
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- (b) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

NECESSARY SPECIAL QUALIFICATION:

Possession of a valid driver's license.

ESTABLISHED: July, 1981



LOURDES F. CEPEDA, Acting
Executive Director,
Civil Service Commission