

Class Concept

This is administrative and executive level work assisting in directing all activities of the Division of Veterans Affairs. Position coordinates and supervises the functions of veteran's service officers engaged in initiating and processing claims on a variety of problems pertaining to the rights and benefits of veterans and their dependents. Duties include providing information and interpreting and explaining departmental rules, regulations, and procedures to veteran's service officers and other interested persons. Work involves considerable contact with veteran's organizations, Veterans Administration officials, and other federal and State agencies and institutions. Observes inadequacies in existing veterans laws, rules, and regulations; presents suggested revisions to the Director for consideration and final determination. Reviews reports from service officers to determine their accuracy, completeness, adherence to rules and regulations, and the effectiveness of procedures being followed. Speaks to various organizations on veteran's problems, rights, and benefits. Work is performed independently within the framework of State and federal laws, rules, and regulations and is reviewed by the Director through conferences and oral and written reports.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of State and federal laws, rules, and regulations pertaining to veterans services and benefits.
- Thorough knowledge of the various forms to be used pertaining to benefit claims.
- Considerable knowledge of the organization, functions, and responsibilities of the various veterans service organizations.
- Ability to analyze work situations and determine correct course of action.
- Ability to supervise subordinate personnel with tact, fairness, and impartiality.
- Ability to apply and instruct others in the application of laws governing rights and benefits of veterans and their dependents.
- Ability to express oneself clearly and concisely in oral and written form.

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and five years of experience in veterans service work with an organization or agency recognized by the Federal Veterans Administration; or an equivalent combination of education and experience.

Necessary Special Requirement

Must be an honorably discharged veteran who served on active duty in the armed forces during the period specified in Section 101, Title 38, U.S. C., and as required for membership in certain veterans organizations. This requirement authorizes Veterans Service employees to examine the Veteran Military files which are classified confidential and does not imply knowledge and skills needed for performance of work. Must be accredited with the US Department of Veterans Affairs, NC Division of Veterans Affairs within six months of hire.