

### Class Concept

This is administrative and managerial work in directing the activities of multiple Veterans Service Offices or the Veterans State Service Office. Position supervises and directs Veterans Service Officers engaged in obtaining, compiling, and presenting information pertaining to claims for benefits allowable to veterans and their dependents. Duties include serving as a liaison between the state Division of Veterans' Affairs and the Veterans Administration and coordinating the activities of Veterans Service Officers within various divisions of Veterans Administration. Positions discuss administrative problems and coordinate work with Veterans Administration officials; supervises the compilation of reports to submit to the Director of Veterans' Affairs; reviews veterans' files and advises service officers of proper procedures to follow in processing claims. Prepares and presents talks pertaining to veterans' problems, rights, and benefits to various service organizations. Work is performed within the framework of state and federal laws, rules, and regulations and is reviewed through conferences and periodic 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 forms and procedures used in applying for benefits
- Thorough knowledge of the organization, function, and responsibilities of various veterans' service organizations
- Ability to supervise the work of subordinate personnel
- Ability to establish and maintain favorable working relationships with fellow employees, service organizations, and the public
- Ability to understand and interpret in lay language technical rules and regulations pertaining to veterans
- 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 four years of experience in veterans' service work including previous experience as an accredited Veterans Services Officer; or an equivalent combination of education and experience.