

**8940**  
**VETERANS SERVICE OFFICER 1**

**Nature of Work**

Under general supervision, performs work at the full-performance level by assisting veterans and their dependents in securing benefits. Performs field office work and itinerant service for an assigned geographic area. Interviews veterans and their dependents to determine their eligibility for benefits under existing laws. May supervise clerical staff in field office. Performs related work as required.

**Distinguishing Characteristics**

This level is distinguished from the Veterans Service Officer 2 by the area served. This level represents Service Officers at the field office level.

**Examples of Work**

Performs field office work and itinerant service by assisting veterans and their dependents in securing benefits from federal and state agencies.

Interviews veterans and dependents and determines their eligibility for benefits under existing laws.

Prepares and presents claims for benefits.

Develops appeal cases resulting from unfavorable decisions by the United States Department of Veterans Affairs.

Represents veterans at local board hearings.

Files claims with various state and federal agencies.

Informs veterans and their dependents of their pension, compensation, educational, vocational rehabilitation and other rights and benefits.

Maintains current knowledge and skills by attending trainings and/or conferences.

May supervise clerical staff in the field office.

**Knowledge, Skills and Abilities**

Knowledge of federal and state laws, rules and regulations relating to benefits for veterans and their dependents.

Knowledge of the various benefits, services and rights of veterans and their dependents.

Knowledge of services available through veterans' organizations.

Knowledge of medical terms used in describing mental and physical disabilities.

Ability to pass annual tests to maintain accreditation from various service organizations and to pass proficiency tests.

Ability to conduct interviews with veterans and their dependents as a means of obtaining accurate and complete information.

Ability to prepare reports and make recommendations.

Ability to establish and maintain effective working relationships.

Ability to communicate effectively, both orally and in writing.

**Minimum Qualifications**

**Training:** Bachelor's degree from a regionally accredited college or university.

**Substitution:** Employment involving responsible public contact work in veterans' affairs, employment services, vocational guidance, claims investigation and/or related fields **OR** active duty in the United States Armed Forces may be substituted for the required training on a year-for-year basis.

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**VETERANS SERVICE OFFICER 1 (cont'd)**

**Minimum Qualifications (cont'd)**

**Special Requirements:** 1) Honorable discharge from one of the armed forces. 2) Possession of a valid driver's license and the availability of a car for continuous use. 3) Employed personnel must pass proficiency tests and maintain accreditation.

Established: 08/19/1993

Title Change: 06/21/2007

Revised: 06/21/2007; 07/21/2017

Effective: 07/21/2017