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## VETERANS SERVICE OFFICER 2

### **Nature of Work**

Under general direction, performs advanced level work at the district level at a Department of Veterans Affairs Regional Office. Involved in processing claims concerning federal, state and local benefits for veterans and their dependents. Conducts hearings on claims, prepares appeals and is responsible for the final review of rating decisions. Supervises a small staff engaged in processing claims for veterans' assistance. Performs related work as required.

### **Distinguishing Characteristics**

This level is distinguished from the Veterans Service Officer 1 by the area served. This level represents Service Officers at the district level at a Veterans Affairs Regional Office.

### **Examples of Work**

Reviews Veterans Affairs claim files.

Attends meetings with United States Department of Veterans Affairs representatives concerning changes in laws, rules and regulations affecting benefits available to veterans.

Conducts hearings for veterans and their dependents on claims.

Supervises and/or participates in interviewing veterans and their dependents to provide information on their eligibility for benefits under existing laws and advise on the requirements for claiming these benefits.

Prepares reviews and appeal briefs for presentation to the Board of Veterans' Appeals.

Maintains liaison with veterans' service organizations from other states concerning claims on appeals at a regional office.

Maintains liaison with field personnel concerning proper submission of claims.

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

Maintains record system of processed claims.

Prepares educational and informational materials reflecting changes of policy pertaining to veterans' benefits.

### **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 plan, coordinate and supervise the work of personnel engaged in processing claims for veterans' benefits.

Ability to prepare reports and appeal briefs.

Ability to establish and maintain effective working relationships.

Ability to communicate effectively, both orally and in writing.

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**VETERANS SERVICE OFFICER 2 (cont'd)**

**Minimum Qualifications**

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

**Substitution:** Additional experience as listed below may be substituted for the required training on a year-for-year basis.

**Experience:** Two years of full-time or equivalent part-time paid employment involving responsible public contact work in veterans' affairs, employment services, vocational guidance, claims investigation and/or related fields **OR** two years of active duty in the United States Armed Forces.

**Special Requirement:** 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: 8/19/93

Title Change: 6/21/07

Revised: 6/21/07; 07/21/2017

Effective: 07/21/2017