

**VETERANS SERVICE OFFICER ASSISTANT 1****Nature of Work**

Under general supervision, performs work at the full-performance level by assisting veterans and their dependents in securing benefits and by performing multiple step clerical tasks calling for interpretation and application of office procedures, rules and regulations. Performs field office work for local Veterans Affairs offices. Interviews veterans and their dependents to determine their eligibility for benefits under existing laws. Performs related work as required.

**Distinguishing Characteristics**

This class assists the Veterans Service Officer by performing para-professional level work, in addition to the clerical tasks. The class is distinguished from the Veterans Service Officer Assistant 2 by the absence of itinerant and home visit services and the closer degree of supervision received at this level. It is further distinguished from the Veterans Service Officer series by the absence of developing appeal cases resulting from unfavorable decisions by the US Department of Veterans Affairs and the representation by the Veterans Service Officer during personal hearings held during the appeal process.

**Examples of Work**

- Performs field office work by assisting veterans and their dependents to secure benefits from federal and state agencies.
- Interviews veterans and dependents to determine their eligibility for benefits under existing laws.
- Prepares and presents claims for benefits.
- Files claims with various federal and state agencies.
- Informs veterans and their dependents of their pension, compensation, educational, vocational rehabilitation, and other rights and benefits.
- Maintains, processes, sorts and files documents numerically, alphabetically or according to other predetermined classification.
- Answers telephone, screens calls, takes messages and complaints; gives general information to callers when possible and specific information to callers whenever possible.
- Receives, sorts and distributes incoming and outgoing mail.

**VETERANS SERVICE OFFICER ASSISTANT 1 (CONT'D)**

**Knowledge, Skills, and Abilities**

- Knowledge of federal and state laws relating to benefits for veterans and dependents.
- Knowledge of the various benefits and services available to veterans.
- Knowledge of medical terms used in describing mental and physical disabilities.
- Knowledge of office methods of practices and procedures.
- Knowledge of business English, spelling and arithmetic.
- Ability to conduct interviews with veterans and their dependents as a means of obtaining accurate and complete information required for claims.
- Ability to prepare claims and make recommendations.
- Ability to communicate effectively both orally and in writing.

**Minimum Qualifications**

- Training: Graduation from a standard high school or the equivalent.
- Experience: Two years of full-time or equivalent part-time paid experience in responsible public contact work involving services for veterans.
- Substitution: College hours, related business school or vocational training may be substituted through an established formula for the required experience.

Established: 8/21/03  
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