

VETERANS SERVICE OFFICER ASSISTANT 2**Nature of Work**

Under limited 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, itinerant services and home visits 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 level is distinguished from the Veterans Service Officer Assistant 1 by performing itinerant services and home visits. The class is 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, itinerant services and home visits 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.
Files appeals resulting from unfavorable decisions by the Department of Veterans Affairs.
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 2 (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.
- Ability to establish and maintain satisfactory relationships with other employees, veterans, veteran organizations, governmental agencies and the general public.

Minimum Qualifications

- Training: Graduation from a standard high school or the equivalent.
- Experience: Four 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.
- Special Requirements: Possession of a valid WV drivers' license and the availability of a car for continuous use.

Established: 1/20/05
Title Change: 9/7/07
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