

**MILITARY AND VETERANS REPRESENTATIVE I/II****DEFINITION**

Under direction, interviews, advises and assists veterans and their dependents in obtaining the benefits to which they are entitled under federal, state, and local legislation; and performs other duties as required.

**DISTINGUISHING CHARACTERISTICS****MILITARY AND VETERANS REPRESENTATIVE I**

This is the entry level of the Military and Veterans Representative series. Incumbents learn to gather, arrange, and evaluate a large volume of diversified data in order to establish veterans' eligibility for entitlements as provided by federal, state, and local legislation. Initially, incumbents work under close supervision and perform the least complex assignments; as experience is gained, employees work with greater independence performing a broader range of duties. Employees in this class are expected to be performing a full range of duties within one year, and to promote to the class of Military and Veterans Representative II.

**MILITARY AND VETERANS REPRESENTATIVE II**

This is the full working level of the Military and Veterans Representative series. Incumbents perform a full range of assignments and exercise independent judgment in gathering, arranging and evaluating diversified data in order to establish veterans' eligibility for benefits.

The Military and Veterans Representative II is distinguished from the higher level class of Military and Veterans Representative III in that the latter serves as lead worker and/or independently operates and maintains an outreach office, performs the most complex duties, such as filing appeals, and may act on behalf of the Military and Veterans Affairs Officer.

**EXAMPLES OF DUTIES**

1. Interviews veterans and their dependents, advises and assists them in establishing their rights to veterans' benefits such as pensions, education, insurance, hospitalization, home loans, out-patient medical care and burial; processes applications for benefits.
2. Obtains documentation of discharges, births, marriages, divorce of veterans and dependents, deaths, naturalization and other types of evidence in support of application and/or claims.
3. Researches, interprets, and explains applicable federal and state laws and regulations regarding veterans' benefits.
4. Assists in presenting evidence to prove veterans' disability or preference rating.
5. Schedules medical appointments for evaluation of disabilities, general health care and welfare of veterans and dependents.

6. Refers veterans and their dependents to other governmental agencies, veterans groups and service organizations.
7. Communicates with the Veterans Administration, local and state governmental agencies and with veterans and/or their representatives in regard to claims or benefits.
8. Prepares reports and correspondence.
9. Makes routine field call visits to homes, hospitals, and other agencies.
10. Under supervision maintains case files.
11. Makes arithmetic, ratio and percentage computations using standardized formulas, charts, and tables.

### **QUALIFICATIONS**

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

#### **Knowledge and Skills**

##### **Level I:** Knowledge of:

1. Problem solving techniques used to clarify or resolve discrepancies between regulatory guidelines and veterans' claims and supportive evidences.
2. Interviewing techniques.
3. Medical terms used in legislation, regulations and claims presentation.
4. Community organizations and resources available to veterans and their families.
5. Basic arithmetic, including addition, subtraction, multiplication and division.

##### **Level II:** In addition to the above, working knowledge of:

1. Federal, state, and local laws and regulations governing veterans' rights, benefits, and obligations.
2. Veterans' claims and appeal practices and procedures.

##### **Both Levels:** Skill and ability to:

1. Understand, interpret, and apply complex laws and regulations on the rights and benefits to which veterans and their dependents are legally entitled.

2. Speak, write, and interview effectively in a variety of locations and circumstances.
3. Listen attentively and ask pertinent questions.
4. Analyze and evaluate problems of individual veterans and their families, and recommend effective solutions or alternatives.
5. Speak effectively before small and large groups.
6. Prepare clear and concise correspondence and maintain simple records.
7. Establish and maintain effective working relationships with those contacted through the course of work.
8. Gather, record and evaluate information necessary for initial and continuing eligibility entitlements for a variety of veteran's benefits.
9. Operate a personal computer to complete forms, utilize computer and/or web-based applications, and prepare reports

### **REQUIRED CONDITIONS OF EMPLOYMENT**

As a condition of employment, the incumbent will be required to:

Both Levels: Possess a valid California Class C driver's license or the ability to provide suitable transportation, which is approved by the appointing authority.

Level I: Pursuant to Title 38, sections 14.629 and 14.630 of the Code of Federal Regulations: Ability to obtain accreditation by the United States Department of Veterans Affairs and certification by the California Department of Veterans Affairs.

Level II: Possess accreditation by the United States Department of Veterans Affairs and certification by the California Department of Veterans Affairs.

### **EXAMPLES OF EXPERIENCE AND TRAINING**

The knowledge, skills and abilities listed above may be acquired through various types of experience, education or training, typically:

Level I: One year of experience performing interviewing and counseling duties

AND

Completion of fifteen (15) semester units in psychology, sociology, or other related fields at an accredited college or university.

Level II: One year of experience performing duties comparable to the Monterey County classification of Military and Veterans Representative I.

**CLASS HISTORY**

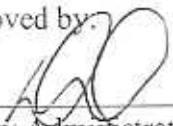
Class Code: 60U01/60U11  
 Established Date: September 1987  
 Revised Date: July 2004  
 Former Title: Veterans Services Representative I  
 Veterans Services Representative II

**CLASS DATA**

Job Group: 14  
 EEO Category: PP  
 Work Comp. Code: 8810  
 Bargaining/Employee Unit: K  
 FLSA: C  
 MOCO OT: Y

Prepared by: Ron Mortenson

Approved by:



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County Administrative Office

7/21/04

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Date