

Class Concept

This is administrative and managerial work in directing the activities of multiple Veterans Service Offices or the Veterans State Service Office. Position supervises and directs Veterans Service Officers engaged in obtaining, compiling, and presenting information pertaining to claims for benefits allowable to veterans and their dependents. Duties include serving as a liaison between the state Division of Veterans' Affairs and the Veterans Administration and coordinating the activities of Veterans Service Officers with various divisions of the Veterans Administration. Discusses administrative problems and coordinates work with Veterans Administration officials; supervises the compilation of reports to submit to the Director of Veterans' Affairs; reviews veterans' files and advises service officers of proper procedures to follow in processing claims. Prepares and presents talks pertaining to veterans' problems, rights, and benefits to various service organizations. Work is performed within the framework of state and federal laws, rules, and regulations and is reviewed through conferences and periodic written reports.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of state and federal laws, rules, and regulations pertaining to veterans' services and benefits.
- Thorough knowledge of forms and procedures used in applying for benefits.
- Considerable knowledge of the organization, function, and responsibilities of various veterans' service organizations.
- Ability to supervise the work of subordinate personnel.
- Ability to establish and maintain favorable working relationships with fellow employees, service organizations, and the general public.
- Ability to understand and interpret in lay language technical rules and regulations pertaining to veterans.
- Ability to express oneself clearly and concisely in oral and written form.

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and four years of experience in veterans' service work; or an equivalent combination of education and experience.

Necessary Special Requirement

Must be an honorably discharged veteran who served on active duty in the armed forces during the period specified in Section 101, Title 38, U.S. C., and as required for membership in certain veterans' organizations. This requirement authorizes Veterans Service employees to examine the Veteran Military files which are classified confidential and does not imply knowledge and skills needed for performance of work. Must be accredited with the US Department of Veterans Affairs, NC Division of Veterans Affairs within six months of hire.