

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION**

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**CLASS TITLE:** Veterans Services Representative  
**DEPARTMENT:** Social Services  
**REPORTS TO:** Veterans Services Officer

**CLASS CODE:** S1530  
**FLSA STATUS:** N  
**DATE:** 10/99

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**JOB SUMMARY AND DISTINGUISHING FEATURES:**

To interview, counsel, and assist veterans and/or their dependents in the preparation of claims for available benefits.

**ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

Counsels veterans and/or their dependents on available financial, educational, vocational, legal, and medical benefits.

Investigates and secures records and evidence to support claims.

Prepares and processes claims through appropriate channels.

Advises veterans and/or their dependents on inter-agency benefits.

Maintains correspondence and other files on Veterans Service clients.

Supports denied claims through the appellate process.

Monitors and interprets governmental guidelines pertaining to veteran benefits.

Prepares correspondence and various reports as necessary.

Monitors and answers complaints concerning the Veterans Plot at Fort Bragg, Mendocino, and Point Arena Cemeteries.

Attends meetings of various veteran associations.

Performs auxiliary duties such as transporting veterans to and from VA hospitals, scheduling the rental of Ukiah and Fort Bragg Veterans Building to outside organizations, and supervising the maintenance of said buildings.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal

Typewriter

General Office Equipment

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school diploma or GED; and,

Some related work experience involving public contact; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

### **Knowledge of:**

Federal, State and County laws and regulations pertaining to veterans rights, benefits, and obligations.

Various benefits available to veterans and/or their dependents.

External governmental bodies and agencies related to area of assignment.

All computer applications and hardware related to performance of the essential functions of the job.

Standard business practices.

Record keeping, report preparation, filing methods and records management techniques.

### **Skill in:**

Preparing clear and concise reports, correspondence and other written materials.

Using tact, discretion, initiative and independent judgment within established guidelines.

Analyzing and resolving office administrative situations and problems.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Operating and routine maintenance of general office machines such as copiers, facsimile machines, telephone systems, and paging systems.

### **Mental and Physical Abilities:**

Ability to establish and maintain effective working relationships with others.

Ability to interpret and translate pertinent legal requirements into clear and precise language.

Ability to assess individuals problems and to tactfully gather personal background information.

Ability to maintain routine records and to prepare and present reports in both oral and written form.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 20 pounds.

### **Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet.

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This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.