



MENDOCINO COUNTY EMPLOYMENT OPPORTUNITY

VETERAN'S SERVICES REPRESENTATIVE

\$16.74 - \$20.35/Hourly

\$1,339.20 - \$1,628.00/Bi-weekly

\$34,819.20 - \$42,328.00/Annually

FINAL FILING DATE: March 1, 2012

JOB BULLETIN #12-013

THE POSITION

This position is based in Fort Bragg but will travel throughout the county. The list developed from this recruitment will be used for a limited period to fill regular full-time and/or part-time positions throughout the County, should they occur. Under general direction, this position will interview, counsel, and assist veterans and/or their dependents in the preparation of claims for available benefits. Examples of duties include but are not limited to the following:

- 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.

JOB REQUIREMENTS AND MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Minimum Education and Experience Requirements:** 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: Valid California driver's license.

Knowledge:

- 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.

Skills and Abilities:

- 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.

SELECTION PROCEDURE

All complete applications will be reviewed with those judged most qualified progressing further in the selection process. Based on the number of qualified candidates, an oral examination (weight 100) or an unassembled exam, consisting of an evaluation of education and experience as stated on the application form, will be administered. The oral examination will test the knowledge and abilities described above. A minimum score of 70 must be attained for placement on the employment list. **Special Testing:** If you require special testing arrangements to accommodate a disability or religious conviction you must contact Human Resources at (707) 463-4261 prior to the test date to make your requirements known. You must provide enough advance notice to allow Human Resources to properly review and evaluate your request. **Special Requirements:** Employment with the County may require the successful completion of a pre-employment medical examination and may include drug screening.

This announcement is a synopsis of duties and requirements of this job; to review the complete classification specification and benefits please see the HR website. Applications must be submitted to the Human Resources Department by the final filing date. To obtain requisite application contact: Human Resources, 579 Low Gap Road, Ukiah CA 95482. (707)463-4261; FAX (707)468-3407; TDD (800)735-2929; email: hr@co.mendocino.ca.us; or website: www.co.mendocino.ca.us/hr **Posted 02/16/12**

EQUAL OPPORTUNITY EMPLOYER

APPLICATION AND EXAMINATION PROCESS

The exam process is tentative. Should a change be made, applicants will be notified. The competitive process includes:

1. APPLICATION SUBMISSION

A Mendocino County application must be filled out completely and must clearly demonstrate that the job requirements and qualifications are met. The application must be filed with Human Resources or postmarked no later than the final filling date shown on this announcement. Recruitments with a continuous final filing date may close without warning when sufficient applications are received. Applications are available at Human Resources, 579 Low Gap Road, Ukiah CA 95482.

2. QUALIFICATIONS APPRAISAL

All completed applications will be reviewed. Based on the information provided in the application documents, the best qualified will be invited for further examination.

3. QUALIFICATIONS EXAMINATION

To further assess applicants' possession of required qualifications; the examination process may include one or a combination of: an oral examination, written exam, performance exam, physical ability exam.

4. ELIGIBILITY LIST

Applicants must receive a minimum score of 70 on the examination. Applicants successful in the examination process will be placed on an eligibility list for possible final selection interview. The eligibility list will be used to fill current and future vacancies for a limited period, should they occur.

PLEASE NOTE

- If you believe you possess a disability requiring a test accommodation, please contact the Human Resources Department.
- If you are hired as extra help, you will be paid on an hourly basis for the hours you work and will not be eligible for the benefits listed at the bottom of this page.
- The provisions of this job bulletin do not constitute an expressed or implied contract. Mendocino County reserves the right to make necessary modifications to the examination plan. Such revisions will be in accordance with approved personnel standards.



Mendocino County
Department of Human Resources
579 Low Gap Road
Ukiah CA 95482

This information is a general summary of benefits. This information is not legally binding, nor does it constitute a Contract. Benefits listed in Mendocino County Resolutions or Memorandum of Understanding prevail over this listing.

SALARY

Compensation is based on a five-step salary range, with annual merit-based increases.

MEDICAL, DENTAL & VISION INSURANCE

The County and the employee share the cost of an employee selected health care plan.

LIFE INSURANCE

Coverage of \$20,000 is provided by the County.

SICK LEAVE

Paid sick leave accrues at the rate of 1.25 days per month, or 15 days per year.

HOLIDAYS

Mendocino County observes 11 paid holidays per year. In addition, each employee is granted 24 hours of personal leave time upon the successful completion of the probationary period.

VACATION

Accrues at the rate of two weeks per year for three years. Three weeks per year after three years, four weeks after eight years and five weeks after 15 years.

RETIREMENT

Covered under Social Security and the 1937 act; both employees and the County pay into the retirement fund.