VETERAN SERVICES SPECIALIST

DEFINITION OF WORK

Employees in this class perform a variety of professional and administrative work in assisting veterans and their families for the County. Employees receive general supervision in daily activities, with more difficult situations performed under the direct supervision or in conjunction with the Veteran Services Director.

EXAMPLES OF WORK

Employees in this class provide coordination of benefits for veterans and their dependents; interpret and apply benefits requirements for pensions, compensations, medical services, rehabilitation training, education and home loans, death benefits, and other special provisions. Work also involves establishing and maintaining appropriate records and reports and assisting veterans in filing appeals. Technical and detailed knowledge, and independent initiative and judgment are required. Employees assist veterans with disability applications and assure that necessary records, medical reports, and materials are collected and submitted; assist dependent children in applying for educational benefits and scholarships from the North Carolina Division of Veterans Affairs for children and wartime veterans; assist with a wide variety of paperwork processing and expediting; attend and participate in various veterans organizations; coordinate the provision of social services to veterans and their dependents with a wide variety of social services and community agencies; interpret, apply, explain, and research various regulations and benefits; clarify problems and claims by contacting national, regional, State, and district veteran representatives, discuss the options and resolve the issues; prepare documentation for appeals of benefit denials; appear with veterans or dependents before administrative agencies or courts. Employees may also become involved in outreach activities in conjunction with the Director. Work is evaluated through conferences, results of work, reports, and public feedback and oversight by the State Veterans District Office. Employees perform related duties and responsibilities.

EMPLOYMENT STANDARDS

Education and Experience:

Completion of an Associate's degree in business or administration from an accredited college or university and one year of administrative experience; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Knowledge of federal procedures, and regulations pertaining to the various veterans service programs and benefits, and of resources available for and assistance to veterans and their dependents; general knowledge of medical terminology; working knowledge of safety procedures and resources; thorough knowledge of office procedures and practices; ability to interpret, and apply regulations, procedures, and benefits to specific veterans problems; ability to communicate effectively in written and oral forms; ability to organize and maintain records and reports; ability to establish and maintain effective working relationships with clients and their dependents, a variety of social service agencies, employees, and the general public.

SPECIAL REQUIREMENTS

Successful completion of certification by the North Carolina Division of Veterans Affairs within prescribed timeframes is necessary. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Employee is subject to hazards associated with working in both inside and occasionally outside environments. Work may also subject the employee to mentally disabled clients as a result of war time injuries.

PHYSICAL REQUIREMENTS

Must be able to perform the physical life functions of climbing, balancing, stooping, kneeling, crouching, reaching, walking, pulling, pushing, lifting, fingering, grasping, talking, hearing, and repetitive motions.
Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
Must possess visual acuity to prepare and analyze data and figures, to read extensively, to operate a computer, and to complete forms and generate correspondence.

Cumberland County
July 2012