

VETERANS SERVICE ASSISTANT

JOB CODE: 5142
LOCATION: Tioga County Veterans Service Agency
CLASSIFICATION: Competitive
SALARY: CSEA - Salary grade VII
ADOPTED: Reso. 247-22, 08/09/2022

DISTINGUISHING FEATURES OF THE CLASS: The work involves the responsibility for assisting the Director of Veterans Services with administrative activities of the Veterans Service Agency. The position works with veterans in a confidential capacity by providing initial client intake and will either refer them to the appropriate Veterans Service Officer or continue to assist with providing guidance and assistance with benefit eligibility. An incumbent will perform of a broad range of complex clerical operations which require an understanding of specific laws, organizational rules, policies or procedures within the Agency itself. The work is performed under the general direction of the Director of Veterans Services. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides office support including the use of a computer, and other office machines and equipment in order to accurately prepare and maintain a wide variety of agency documents including, but not limited to: routine correspondence, inventory, budgets, operating expenses, state reporting, files, timekeeping & payroll, and departmental activities;
- As directed, may review a variety of documents such as claim forms, vouchers, bills, purchase orders to determine eligibility for payment or to verify accuracy of payment made, according to defined procedures and policies;
- Monitors the department's budget lines and informs the Director of any inconsistencies;
- Advises veterans' widows, their dependents and beneficiaries regarding various benefits provided by law;
- Assists claimants with the completion of forms, and processes claims for benefits such as pensions, service-connected disabilities, dependency compensation, medical care, educational assistance, and others; Contacts various state and Federal agencies relative to claims and benefit entitlements and secures information and documentation necessary for proper presentation of claims;
- Visits veterans, widows of veterans and dependent children or parents at home, in hospital or in extended care facilities to counsel and inform them of veterans' benefits;
- Attends and participates in conferences, seminars and meeting of veterans' organizations;
- Prepares summaries and drafts of reports;
- Answers telephone calls and/or email correspondence providing routine information on various veterans programs and benefits;
- As directed, maintains personnel files and oversees the department's file management system;
- May be required to prepare an agenda, take notes, and prepare minutes of meetings;
- May be required to periodically purge obsolete material in accordance with a records retention schedule;
- Performs all routine clerical work determined essential to the efficient and economical functioning of the office.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of modern office terminology, procedures, equipment; thorough knowledge of business English, including the ability to alphabetize, spell correctly and use appropriate grammar and punctuation; thorough knowledge of business arithmetic; working knowledge of Federal, state, and local laws and regulations pertinent to veterans' benefits; working knowledge of resource agencies available to veterans, their dependents and beneficiaries; good knowledge of the basic principles and practices of counseling; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and data bases; ability to accurately operate an alphanumeric keyboard; ability to understand and follow oral and written instructions; ability to make arithmetic computations involving fractions, decimals and percentages accurately; ability to read and interpret legislation and other materials related to veterans' benefits; ability to effectively advise and counsel agency clients; ability to analyze the merits of complex claims; ability to establish and maintain effective working relationships with others; ability to communicate effectively both orally and in

writing; ability to maintain records and prepare reports and other documentation related to claims and benefit entitlements; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency **and either:**

- a. Possession of an Associate's degree from a regionally accredited or New York State registered college; and two (2) years of full-time (or the part-time equivalent) office clerical experience which involved customer service; **OR**
- b. Four (4) years of full-time (or the part-time equivalent) office clerical experience which involved customer service; **OR**
- c. Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

Special Requirement: As indicated by the Director, must complete all necessary training to obtain and maintain accreditation as a Veterans Service Officer.