

Department: Veterans Department

Classification: Competitive

Grade: 9

SPEC DISK F2

DOCUMENT 73

VETERANS ADMINISTRATIVE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting the Veterans Director by expediting, coordinating and interpreting, departmental policies and procedures in administrative matters. This is important administrative work, the primary purpose of which is to free the time of the Veterans Director for planning and policy-making and for attention to duties requiring technical knowledge. Work is performed in accordance with policies and objectives outlined by the director, permitting the employee wide leeway for the exercise of independent judgment in applying policy to specific cases. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Counsels veterans, their spouses and/or their families to assist them in understanding and obtaining the benefits that they are entitled to receive;

Obtains or provides direction on how to obtain information necessary for veterans applications for benefits;

Reviews medical reports, discharge papers and other supporting documentation;

Reads incoming mail and answers general correspondence;

Determines what additional information is needed for claims;

Assists in appeal documentation for denied claims;

Provides information to veterans, and/or their families on education programs and on-the job training benefits;

Confers with superior on departmental policy and operation;

Performs related work necessary for the efficient execution of administrative functions of the veterans department.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of principles and practices of federal laws and regulations and department policies and procedures; Good knowledge of documents relative to military service and medical treatment in the armed forces; Ability to deal tactfully with others; Ability to interpret laws, regulations, policies and rulings; Ability to document and report information orally, in writing, and electronically; Ability to obtain complete and accurate information;

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited college or university with a bachelors degree in business, public administration, or related field and one year of paid office experience in a public or private business associated with veterans benefits.

(b) Graduation from a recognized college with an associate degree in, business, public administration, or related field and three years of paid experience as defined in (a).

(c) Graduation from high school or equivalency and five (5) years of paid experience as defined in (a) above.

(d) An equivalent combination of training and experience as defined by the limits of a, b, or c above.

Created
January 2, 2004