

VETERANS AFFAIRS SERVICE OFFICER II

DESCRIPTION: Under immediate to general supervision, learns to advise and represent veterans and their dependents in presenting their claims for benefits to the U.S. Department of Veterans Affairs (V.A.); performs related administrative work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Direct and conduct evaluations of ratings on veterans' claims to determine validity.

Completes progressively increasing case load as assigned by agency management.

Direct the preparation of appeals on under-evaluated and denied cases.

Conduct hearings on veterans' benefits before appropriate agencies.

Advise post and county service officers of evidence needed to develop, process or reopen to increase a veterans' claim.

Direct and engage in the counseling of veterans and dependents of available benefits and assists them in filing claims.

Originate and answer correspondence.

Plan and participate in public relations activities and educational events.

FULL PERFORMANCE KNOWLEDGES, ABILITIES, AND SKILLS REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: Federal and State policies and regulations concerning Veterans.

Ability to: complete progressively increasing case load meeting agency standards for thoroughness and accuracy; obtain facts through interviewing techniques, correspondence, and research; represent clients at hearings or other forums.

ENTRY KNOWLEDGES, ABILITIES, AND SKILLS REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

JOB PREPARATION GUIDELINES: (Entry knowledge, abilities, and/or skills may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

High school education plus veteran with honorable discharge and resident of Nebraska for five years prior to appointment.