

STATE OF NEBRASKA CLASS SPECIFICATION  
**VETERANS AFFAIRS SERVICE OFFICER I**

CLASS CODE: A72911  
EST: 09/78 - REV: 12/18

**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.)

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

With close supervision, completes progressively increasing case load as assigned by agency management.

Learns to direct the preparation of appeals on under-evaluated and denied cases.

Learns to conduct hearings on veterans' benefits before appropriate agencies.

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

Learns to direct and engage in the counseling of veterans and dependents of available benefits and assists them in filing claims.

Learns to originate and answer correspondence.

Learns to plan and participate in public relations activities and educational events.

**KNOWLEDGES, ABILITIES, AND SKILLS REQUIRED:** (These 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.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need assistance in the selection process should request this in advance.)

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