



## Cayuga County Department of Human Resources and Civil Service Commission

### JOB SPECIFICATION

Civil Service Title: VETERANS SERVICES ASSISTANT  
Jurisdictional Class: Competitive  
Civil Division: Veteran's Services Agency  
Adoption: CSM 10/15/19  
Revised: CSM

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#### **DISTINGUISHING FEATURES OF THE CLASS:**

Requires knowledge of veteran benefits and laws to assist veterans and dependents in the proper preparation of applications and forms for benefits to which they may be entitled under local, state, and federal legislation, such as VA health care, educational assistance, tax exemptions, loan certificates, service connected disability, pension, burial, and other related matters. Does related work as required.

#### **TYPICAL WORK ACTIVITIES: (Illustrative Only)**

Performs beginning to end claim process - from setting up appointments for the office to making sure the client has the correct information before they come to their appointment to ensuring the documentation required for processing claims is complete and accurate prior to mailing the claims;  
Provides guidance and assistance to veterans and their families preparing applications for claims;  
Produce forms pertaining to the various aid and benefit programs;  
Reviews claimants' cases and takes necessary action to follow through on the claims to be sent to the regional office;  
Secures information and evidence necessary for the proper presentation of claims;  
Assists in researching appeals to be placed before a law judge in Washington, DC;  
Contacts the federal Veterans' Administration and other public offices relative to claims and benefit entitlements. Aids veterans in obtaining medical care, treatment and hospitalization for both service connected and non-service connected disability. Works closely with other county departments, other State and Federal Agencies, and Community Service Agencies to provide assistance to veterans and their families when help needed is not available through Department of Veterans Affairs;  
Participates in outreach platforms and special events as a representative of the County. Discusses veteran's benefits with community members. Also preparing brochures and publications and assists in setting up and taking down exhibits;  
Attends conferences held by the Veterans Administration to further knowledge of changing laws, programs and benefits;  
Continually revamps work flow procedures due to changes in requirements set forth by other VA offices. In addition, reviews continually the internal work flow process to maximize the efficiency of our work and staff. Evaluate ways of organizing office tasks and recommend changes;  
Computerized the office forms from the ground up and continues to update and maintain all Veterans Benefits Management Programs.  
Assists the Director in the formulation of procedures for the administration of varied programs within the department. Performs related work necessary for the efficient execution of administrative functions of the department.  
Assists the Director in the preparation of the Department's operating budget. Reviews and maintains budgetary expenditures. Responsible for verifying and inputting vouchers, payroll, state funding and ordering supplies;  
Prepares correspondence and reports as required. Uses computer and/or web-authoring programs to write, edit, enter, produce and prepare reports, graphs, illustrations, pamphlets, etc;  
Supervises, trains work experience and summer help employees maintaining all paperwork and time sheets;  
Answers Phone/screens calls;  
Counsels veterans, military personnel and their families on problems relating to their rights and benefits, sets up appointments, answers questions, screens for eligibility, directs to other agencies;

**TYPICAL WORK ACTIVITIES: (Continued)**

Advises veterans and family members on the types of benefits available such as pension, death benefits, disability, medical care, back military pay, insurances, educational and loan benefits as provided by law; Greets scheduled clients and walk-in's assisting them in getting ready to meet with our Director or helping them with questions they have;  
Manages filing system to include a periodic thorough review of all files(approx 12,000) (to be retained in the retention center.) This is large multi-step project involving months of review. Establishes and maintains a variety of case records, files and operational reports. Establishes case files and maintain records and reports on services performed.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Good knowledge of procedures relevant to processing of veteran's insurance claims;  
Good knowledge of regulations concerning reinstatement and conversion of veteran's insurance policies;  
Good knowledge of federal, state, and local laws, and rules and regulations pertaining to veteran's benefits and services;  
Good knowledge of ordinary counseling techniques;  
Good knowledge of the forms, methods, and procedures necessary for the processing of veteran's benefit claims;  
Ability to operate a personal computer and utilize common office software programs;  
Ability in the public relations field;  
Ability to express ideas clearly, orally, and in writing;  
Resourcefulness;  
Tact;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma

**SPECIAL REQUIREMENT(S):**

Possession of a valid New York State Driver's license appropriate to the vehicles operated or otherwise demonstrates their ability to meet the transportation needs of the job at the time of appointment.

Preference may be given to candidates who are honorably discharged veterans.