

Jurisdictional Class: Competitive
Adopted: January 1, 2019

SENIOR VETERANS' SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: This is difficult and confidential clerical work involving an understanding or the ability to interpret federal, state, and local laws pertaining to veteran's, widow's, and dependent's benefits. The incumbent assists veterans and dependents in informing, completing, and pursuing benefits to which they are entitled. The incumbent is responsible for supervising and planning the work of the Veterans Service Aide and/or lower level clerical staff. Work is performed under the general direction of the Veterans Director with latitude allowed for independent judgment according to established procedures and rules. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Plans, reviews, and supervises the work of the Veterans Services Aide and/or lower level clerical staff;
Provides assistance in the proper completion of applications and forms for benefits to which veteran's may be entitled under local, state, and federal legislation, such as medical care, educational assistance, tax exemption, loan and other related matters;
Assist veterans and dependents in the preparation and pursuance of claims;
Compiles, prepares, and maintains a variety of forms, letters, financial and statistical data records and reports;
Establishes and maintains a variety of case records, files, and operational reports;
Assist the Veteran's Director with typing and preparing of budget related forms or reports;
Contacts federal, state, and local agencies relative to claims and benefit entitlements;
Understands and interprets federal, state, and local laws pertaining to veterans and dependents benefits;
Attends meetings in regards to budget or personnel policies as needed by the Veterans Director;
Assists with scheduling of veteran's transportation to VA clinics, VA Medical Center, or doctor's appointments;
Answers telephone, greets clients, or directs them to the Veterans Director, Deputy Director or Counselor;
Operates typewriter, computers, and other office equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough knowledge of forms, methods, procedures, and records necessary for the processing of veterans benefit claims;
Good knowledge of federal, state, and local laws pertaining to veterans' benefits;
Good knowledge of personal computers and ability to utilize common office software programs;
Good knowledge of business English;
Ability to communicate effectively both orally and in writing;
Ability to understand and carry out oral and written directions;
Ability to plan and supervise the work of others;
Ability to make arithmetic computations;
Ability to establish and maintain effective working relationships with others;
Ability to understand and empathize with the needs and concerns of others;
Clerical aptitude;
Sound judgment.

Senior Veterans' Services Aide

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience assisting individuals in resolving financial, employment, or benefit claim problems.

NOTE: Study in a regionally accredited or New York State registered college or university, may be substituted for experience on a year-for-year basis.