

Jurisdictional Class: Competitive  
Adopted: January 1, 2003  
Revised: August 20, 2010

## **VETERANS' SERVICES AIDE**

**DISTINGUISHING FEATURES OF THE CLASS:** This is responsible confidential work informing veterans and their dependents of various benefits to which they are entitled, assisting them in completing necessary paperwork and pursuing claims for benefits under federal, state, or local laws. Work is performed under the direction of the Veterans' Counselor and the general direction of the Director of Veterans' Service Agency with leeway for the use of independent judgment in individual cases according to established procedures and rules. Supervision over the work of others is not a responsibility of an employee in this class. The incumbent does related work as required.

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

Performs a variety of clerical tasks using a typewriter, word processor, and/or computer;  
Completes forms, letters, and reports from rough draft or transcription, or composes letters and memos as needed;  
Provides general information to all veterans and their dependents seeking information, advice, or assistance regarding eligibility for various benefits;  
Assists veterans and dependents in the preparation and pursuance of claims;  
Assists 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 medical care, educational assistance, tax exemption, loan applications, and other related matters;  
Establishes and maintains a variety of case records, files, and operational reports;  
Contacts the federal Veterans' Administration and other public offices relative to claims and benefit entitlements;  
Maintains records for the preparation of statistical and other reports;  
Assists the Veterans' Service Director in scheduling veterans' transportation to VA clinics, VA Medical Center, or doctor's appointments;  
Processes all incoming mail, pulls necessary files, and refers to Director or Counselor as appropriate;  
Answers telephone, greets clients, and either assists them as needed or directs them to the Director or Counselor.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

Good knowledge of forms, methods, procedures, and records necessary for the processing of veterans benefit claims;  
Working knowledge of federal, state, and local laws pertaining to veterans' benefits;  
Ability to communicate effectively both orally and in writing;  
Ability to establish and maintain effective working relationships with others;  
Ability to understand and empathize with the needs and concerns of others;  
Ability to operate a personal computer and utilize common office software programs;  
Ability to type accurately at a satisfactory rate of speed;  
Sound judgment;  
Interest in veterans' programs.

## Veterans' Services Aide

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma and two (2) 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.