

## VETERANS SERVICE ASSISTANT

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for assisting veterans, their families and survivors, members of the armed forces, and members of the public on issues related to the preparation and processing of claims and applications to the Department of Veterans Affairs. The work is carried out in accordance with established guidelines and involves interviews with the veterans and/ or their families and related work. Work is performed under the general supervision of a higher level employee. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Interviews applicants applying for veterans benefits;

Reviews and evaluates applications for veterans benefits;

Assists applicants in the preparation and processing of claims;

Maintains agency files and records;

Performs various office clerical functions such as filing, typing, and copying;

Uses word processing and database functions on a Personal Computer;

Assists in the preparation of agency reports;

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Working knowledge of the federal, state and local laws pertaining to veterans affairs; working knowledge of the various services available to veterans; working knowledge of personal computer use; ability to conduct interviews; clerical aptitude; tact and courtesy; physical condition commensurate to the demands of the position.

### **MINIMUM QUALIFICATIONS:**

A. Graduation from high school or possession of a high school equivalency diploma and one year of clerical, administrative or other experience which involved work related to military or veterans affairs; **OR**

B. Two (2) years of work experience as described in A above.

ULSTER COUNTY  
7505 VET SRV AS  
Classification: Competitive  
Grade: 9  
Union: CSEA

Adopted: June 25, 1997  
Reviewed: March 3, 1999