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## **CLASS TITLE: VETERANS' SERVICES REPRESENTATIVE**

### **BASIC FUNCTION:**

Under the direction of the Veterans' Service Officer, counsel Nye and Esmeralda County veterans and/or their dependent(s) with regard to obtaining benefits available to them. Prepare, present and prosecute claims, arguments and appeals as per federal and state statutes on behalf of veterans and/or their dependent(s). Decipher medical statements regarding physical and mental diseases and disabilities that are presented for initial claims and/or appeal action to the Department of Veterans Administration, military, state and local agencies on behalf of veterans and/or their dependent(s). ***This position exists only to the extent that funds are available.***

**REPRESENTATIVE DUTIES:** *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).*

1. Serves as advocate for, and assists / advises, Nye County and Esmeralda County veterans, dependent(s) or administrators when dealing with the US Department of Veterans Affairs (DVA). Gives aid, assistance and counsel to problems, questions and situations relating to veterans' benefits (state and DVA). Deals with benefits such as disability compensation, pension, appeals, discharges, and overpayments.
2. Provides veteran services to individuals, groups or organizations eligible under NRS title 37 by personal contact, telephone and by written correspondence. Provides information about available benefits, eligibility and appellant actions. During interviews with clients, imparts and elicits information to develop claims and appeals with the USDVA, and as needed, counsel on other available resources.
3. Participates in appropriate veterans organizations, position related committees, stand-downs, TAPS (Transitional Assistance Program) sessions and community events as a county representative for the purpose of promoting and accomplishing the agency mission to assist veterans and their families. As time and funding permits, visits local hospitals, nursing homes, prisons and homes when veterans are unable to visit the agency office.
4. Researches the claim, case law, regulations and medical opinions to ascertain and develop the best strategy and action for filing Notice of Disagreements and hearing requests. In addition to counseling the client on the appeal process and providing guidance relative to his/her responsibilities, files necessary forms to ensure due process is afforded by the DVA.
5. Continually reviews federal regulations and publication updates to keep current on all federal regulations pertaining to veteran's benefits. Reviews published opinion and updates as afforded by the DVA, VBA (Veteran Benefit Administration) and COVA (Court of Veteran Appeals) as well as accrediting organizations. Continually

develops and maintains reference library of medical, legal and claim materials.

6. Reviews assigned claims as made available by the local rating board on a regular basis and in coordination with the Veterans Benefits Administration of the DVA. Ensures necessary and prudent actions are being taken and initiates follow-up actions as necessary on a case by case basis. Reviews files for update annotations with specific attention to active claims. Assesses case status and archives static files.
7. Prepares monthly and annual reports of agency Service Officer Representative activity and financial awards. Provide briefings as necessary and when work is reviewed upon submission to the Nye County Board of Commissioners. Develops and maintains appropriate database and records accordingly.
8. Follows procedures to request certified copies of marriage, birth, divorce, or death certificates for veteran's benefits. Assists veterans in obtaining medical and service records.

#### **EDUCATION AND EXPERIENCE:**

Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is: Veteran preferred and any combination of experience and education that could likely provide the required knowledge and abilities. A typical way to qualify: Associates degree from accredited college or university in general studies, social science, English or related field and two years of experience directly related to providing veterans' services.

#### **KNOWLEDGE IN:**

State and Federal veteran related regulations and benefits; Medical terminology; Human anatomy and physiology; Military terminology; Research techniques to locate medical, military and technology documentation including Internet exploration; and Local, State and federal social services available to Veterans.

#### **ABILITY TO:**

Compose grammatically correct reports and memoranda; Read and comprehend departmental policies and procedures, legal documents such as State and federal law regarding veterans' benefits, medical journals, medical records, military records, order of battle histories, and technical specifications for military equipment; Communicate verbally with clients from a variety of educational, economic, social and cultural backgrounds to clearly convey specific information, explain situation and provide information regarding options available; Organize work and set appropriate priorities; Establish and maintain cooperative working relationships with others; and Use personnel computer including word processing, spreadsheet and database programs.

#### **SKILL IN:**

Speaking publicly to present findings and answer questions; Interpreting and applying laws, regulations, policies and procedures; and Interviewing individuals to elicit information.

#### **LICENSES:**

Valid Nevada's Drivers License. Recommend accreditation by the National Association of County Veteran Service Officers.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

None.

**CONTACTS:**

US Department of Veterans Affairs (DVA), Nye & Esmeralda County Commissioners, Nye & Esmeralda County Managers

**PHYSICAL EFFORT:**

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Normal office environment—subject to lifting books, bending and standing; ability to travel to different sites and locations.

**WORKING CONDITIONS:**

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer. Normal Office Environment.