

## ORANGE COUNTY CLASS SPECIFICATION

**TITLE:** VETERANS BENEFITS EXAMINER **GRADE:** 08  
**TITLE ABBREVIATION:** VET BENE EXAM **TITLE NO.:** 6799  
**JURIS.CL:** C **SALARY CODE:** 01 **UNIT:**        **EEO CODE:** AS **FLSA CODE:** NE  
**DEPARTMENT:** VETERANS SERVICE AGENCY **DIVISION:**                       
**SUPERVISOR'S TITLE:** SENIOR DEPUTY DIRECTOR

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves taking information regarding claims, reviewing and checking the accuracy of awards made by the United States Veterans Administration, and taking the necessary corrective action when awards are in error. An individual in this class will utilize knowledge of Veterans Administration laws, regulations and procedures relating to the monetary awarding of compensation, pension and education benefits. The work is carried out in accordance with established procedures that involve the exercise of independent judgement in making determination of completeness and accuracy of source material. Work is performed under the general supervision of the Senior Deputy Director and supervision may be exercised over clerical employees. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Establishes and reviews pending veterans claims and takes appropriate follow-up action to expedite awards;

Contacts claimants and other agencies for data required to fully support claims for benefits;

Requests verification from sources relative to questionable information affecting eligibility and explains actions and status of claim to veteran or representative;

Computes Veterans Administration monetary awards as received, and takes appropriate follow-up action where audit reveals errors;

Completes and provides reports as required;

Assists in the training of clerical personnel to assist in obtaining and transmitting supporting evidence;

Attends training seminars as may be required to maintain current knowledge of federal laws, regulations and procedures;

May make field visits to claimants' residence in institutions as necessary to obtain required data in order to review claim, etc.;

Assists with projects as required;

Uses computer applications such as spreadsheets, word processing, calendar, email and database software in performing work assignments.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of United States Veterans Administration laws, regulations and procedures relating to the monetary awarding of compensation, pension and educational benefits; good knowledge of freedom of information and confidentiality regulations; ability to interview claimants; ability to operate a computer; ability to establish effective working relationships with other government offices; ability to deal effectively with people under adverse conditions; tact; sound judgement; dependability; initiative; cooperation; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either

- (A) Completion of 60 credit hours at a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees; OR
- (B) Graduation from High School or possession of a high school equivalency diploma and two (2) years of experience in receiving, examining, investigating or evaluating claims for assistance in a program operating under established criteria for determining financial eligibility.

**NOTE:** Veterans with honorable discharge from any of the armed services and/or related experience in an office or agency dealing with veterans issues preferred.