

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

VETERANS SERVICE OFFICER ASSOCIATE

POSITION CODE: 47804  
Effective: 7-1-83

DISTINGUISHING FEATURES OF WORK:

Under general supervision of a Veterans Service Officer, prepares and types claims and obtains documentary evidence to support claims; advises clientele as to which programs and/or benefits are most advantageous; may be responsible for making decisions regarding benefit claims and performing itinerant service duties in the absence of the Veterans Service Officer.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Prepares, types, files and transmits claims accruing because of military service for compensation pensions, insurance, hospitalization, education and employment for military personnel, veterans, their dependents and/or survivors.
2. Conducts, when necessary, interviews with military personnel, veterans, their dependents and/or survivors; explains federal and state laws governing programs and/or benefits to clientele; gathers pertinent information and researches applicant's military, social and medical history for claim submission to the appropriate agency.
3. Corresponds with various state and federal agencies, conservators, bank officials, relatives and attorneys in establishing veteran's entitlement to benefits; confers and consults with Service Officers, powers of attorney and other professional staff relative to background information uncovered which may materially affect the veteran's claim for benefit entitlements.
4. Compiles data and prepares reports and other statistical information as required by the administrative office; serves in the reception of clients and answers many questions during telephone discussions.
5. Makes independent decisions regarding benefit claims and assumes responsibility for all activities of the office in the absence of the Service Officer; may travel to other offices to perform itinerant duties in the absence of the officer and/or associate and in other situations when required.

## VETERANS SERVICE OFFICER ASSOCIATE (Continued)

6. Trains and/or assists in training newly-employed officers and/or associates in the local or field office work routines; attends departmental meetings to stay attuned to emergent policy and procedural developments that impact agency operations.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years high school.

Requires three years of experience in providing services and preparing claim benefits for military personnel, veterans, their dependents and/or survivors.

#### Knowledges, Skills and Abilities

Requires extensive knowledge of office principles, practices and procedures.

Requires extensive knowledge of business English, spelling and commercial arithmetic.

Requires working knowledge of the benefits and services available to veterans and their dependents, and the federal and state laws and regulations governing their administration.

Requires working knowledge of the department's veterans programs and the operating policies and procedures.

Requires elementary knowledge of office management.

Requires ability to make normal work decisions in accordance with the laws of the federal and state government governing veterans benefits and services.

Requires ability to establish and maintain various records and to prepare periodic reports from these records.

Requires ability to maintain optimum working relationships with other employees and those being served.

Requires ability to explain federal and state veterans legislation to employees and the public.

Requires ability to analyze and interpret military, social and medical records in terms of establishing entitlement to veteran's administration benefits.

Requires ability to express ideas clearly in written and/or oral form.