



**STATE OF NEVADA**  
**Department of Administration**  
**Division of Human Resource Management**

**CLASS SPECIFICATION**

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<b>VETERANS SERVICE PROGRAM MANAGER</b>	<b>36</b>	<b>B</b>	<b>12.435</b>
<b>VETERANS SERVICE OFFICER II</b>	<b>34</b>	<b>B</b>	<b>12.436</b>
<b>VETERANS SERVICE OFFICER I</b>	<b>32</b>	<b>B</b>	<b>12.437</b>
<b>VETERANS SERVICE OFFICER TRAINEE</b>	<b>30</b>	<b>B</b>	<b>12.438</b>

**SERIES CONCEPT**

Veterans Service Officers advise and advocate for veterans and individuals currently serving in the United States armed forces who are State residents, their spouses, widows, widowers, children, dependents, estate and personal representatives; prepare, submit and present claims and appeals for denied benefits including adjusted compensation, hospitalization, insurance, pension, disability compensation, vocational training, education or rehabilitation; provide assistance and advice to resolve problems and answer questions relating to available benefits under federal and State laws.

Advocate for individuals, groups or organizations eligible under federal regulations and State laws related to veterans services and/or benefits; interview clients to elicit information and determine merits of claim and eligibility to receive benefits; identify veteran benefit resources; respond to constituent complaints; research clients' claims and applicable case law, regulations, medical opinions, medical journals and related medical research publications.

Investigate circumstances upon which claims are based; identify, locate, contact and obtain statements from military, medical and lay witnesses to substantiate claim; assist clients in locating and obtaining documentation to support claims such as medical records, military service records, military unit activity reports, order of battle histories, and the construction, mechanical and technical specifications of military vehicles and equipment.

Develop the best strategy and course of action for filing Notice of Disagreement and Hearing Requests; calculate monetary benefits; advise clients on the appeal process and provide guidance regarding clients' responsibilities; obtain a power of attorney to present appeals on behalf of clients; prepare written summaries of findings and contentions including legal citations and references to medical research and journals.

Research, prepare, and present arguments in support of appeals; prepare and maintain statistical data relating to claims, monetary awards and medical information within the Nevada Department of Veterans Services and U.S. Department of Veterans Affairs databases.

Participate in appropriate veterans organizations, committees, stand-downs, separation from service briefing sessions and community events as a representative of the Nevada Department of Veterans Services.

Provide information regarding available veterans benefits, eligibility and appellant action to individuals, groups and organizations in person, on the phone or through written correspondence; visit local hospitals, convalescent homes, and residences to assist individuals in claiming and obtaining the services or assistance to which they are entitled.

Perform related duties as assigned.

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### CLASS CONCEPTS

**Veterans Service Program Manager:** Under general direction, the incumbent manages the Veterans Service Program for the Nevada Department of Veterans Services. The incumbent develops and implements policies and procedures; oversees statewide service delivery; and plans, organizes, coordinates, analyzes and manages the operations and services provided by program staff. The Veterans Service Program Manager supervises and evaluates the performance of subordinate Veterans Service Officer I and II. In addition, the incumbent provides services to veterans, submits claims and provides representation before the Veterans Administration and at hearings.

**Veterans Service Officer II:** Under general direction, incumbents at this level either:

- 1) Supervise and evaluate the performance of lower-level Veterans Service Officer I, Veterans Service Officer Trainees and support staff, in addition to performing the full range of duties outlined in the series concept. Incumbents are also responsible for recruitment, interviewing, selection, training and instruction of assigned staff; or
- 2) Serve as the training and curriculum coordinator, in addition to performing the full range of duties outlined in the series concept. Manage specific training programs to ensure certification of volunteer Nevada Veteran Advocates, Veteran Service Officers and accreditation of Resident Veteran Service Officers and Department Veteran Service Officers; manage individual training records and coordinate with the Director and supervisors to ensure compliance with training requirements; and provide case management. Establish curriculum, update training materials, develop, and present workshops for attaining certification and accreditation; and coordinate with third-party organizations to provide required training.

**Veterans Service Officer I:** Under general supervision, incumbents perform a broad range of duties outlined in the series concept, respond to constituent complaints and identify veteran benefit resources. This is the journey level in the series.

**Veterans Service Officer Trainee:** Under close supervision, incumbents receive on-the-job training to acquire required Resident Veteran Service Officer certification. This is the trainee level in the series and provides for progression to the next level upon obtaining Resident Veteran Service Officer certification, meeting the minimum qualifications, and with the recommendation of the appointing authority.

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### MINIMUM QUALIFICATIONS

**SPECIAL REQUIREMENT:**

- \* Some positions require a driver's license at the time of appointment and as a condition of continuing employment.

**INFORMATIONAL NOTES:**

- \* Certification as a Resident Veteran Service Officer is required within one year of employment and as a condition of continuing employment.
- \* Preference shall be given in the appointment of Veteran Service Officer and Veteran Service Program Manager positions to qualified veterans.

**VETERANS SERVICE PROGRAM MANAGER**

EDUCATION AND EXPERIENCE: Associate's degree from an accredited college or university in any field

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### MINIMUM QUALIFICATIONS (cont'd)

#### VETERANS SERVICE PROGRAM MANAGER (cont'd)

##### EDUCATION AND EXPERIENCE: (cont'd)

and three years of professional experience which included interviewing clients to elicit and impart information; researching and locating information from a variety of sources; writing narrative reports and summaries; interpreting and applying rules and regulations; and evaluating complex information and making determinations, two years of which included advocacy and one year of which was in a supervisory role; **OR** graduation from high school or equivalent education and four years of professional experience as described above, two years of which included advocacy and one year of which was in a supervisory role; **OR** an Associate's degree from an accredited college or university in any field and two years of professional experience as described above in a program directly related to providing services for veterans, one year of which was in a supervisory role; **OR** graduation from high school or equivalent education and three years of professional experience as described above in a program directly related to providing services for veterans, one year of which was in a supervisory role; **OR** one year of experience as a Veterans Service Officer II in Nevada State service; **OR** an equivalent combination of education and experience as described above. (*See Special Requirement and Informational Notes*)

##### ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Detailed knowledge of:** federal government operating practices and procedures, and issues facing the veteran community; veterans' benefits delivery/systems; forms, methods, procedures and records necessary for processing veterans' benefits claims. **Working knowledge of:** State government operating practices and procedures; principles of supervision and training. **Ability to:** interpret laws, statutes, regulations and statistical data related to services for veterans; communicate effectively both orally and in writing; *and all knowledge, skills and abilities required at the lower levels.*

##### FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Detailed knowledge of:** systems and operational pressures that affect the Veterans Administration; continuing educational requirements for staff. **Working knowledge of:** programmatic and operational aspects of related agencies at local, regional and national levels; politics, organization and strategic direction of the Veterans Administration. **Ability to:** plan, develop, implement and evaluate the Veterans Service Program; oversee the operation of Veterans Service Program and staff statewide; analyze service delivery and determine and implement corrective actions as necessary; coordinate statewide training seminars on program-related policies, procedures and requirements; serve as a contact and the department's liaison to various external governmental bodies and organizations including veterans services organizations; develop and manage training/education of Veterans Service Program and staff statewide. **Skill in:** strategic planning and program development processes; making presentations to oversight agencies and committees; developing and maintaining outreach programs.

#### VETERANS SERVICE OFFICER II

EDUCATION AND EXPERIENCE: Associate's degree from an accredited college or university in any field and two years of professional experience which included interviewing clients to elicit and impart information; researching and locating information from a variety of sources; writing narrative reports and summaries; interpreting and applying rules and regulations; and evaluating complex information and making determinations, one year of which included advocacy; **OR** graduation from high school or equivalent education and three years of professional experience as described above, one year of which included advocacy; **OR** an Associate's degree from an accredited college or university in any field and one year of professional experience as described above in a program directly related to providing services for veterans; **OR** graduation from high school or equivalent education and two years of professional experience as described above in a program directly related to providing services for veterans; **OR** one year of experience as a Veterans Service Officer I in Nevada State service; **OR** an equivalent combination of education and experience as described

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### MINIMUM QUALIFICATIONS (cont'd)

#### VETERANS SERVICE OFFICER II (cont'd)

EDUCATION AND EXPERIENCE: (cont'd)  
above. (*See Special Requirement and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** federal and State veteran-related regulations and benefits; medical terminology; human anatomy and physiology; uses, effects and dosages of commonly prescribed medications; common psychological terms and conditions; research techniques used to locate medical, military and technical documentation including Internet research or analysis; federal, State, and local social services available to veterans. **Ability to:** identify and document cause and effect relationships; research and review information to determine the validity of statements and claims; maintain records and statistical data. **Skill in:** researching case law, medical journals and publications, and military service history; identifying relationships between a medical history, medical research and military records which would support a client's claim for benefits; interviewing individuals to elicit medical, technical and military-related information to substantiate a claim; writing comprehensive summaries of legal, medical, technical and service-related records; interpreting and applying laws, regulations, policies and procedures relating to veterans benefits claims; speaking publicly, presenting findings, answering technical and legal questions, and advocating for a client; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Detailed knowledge of:** NRS and NAC sections relevant to the area of responsibility. **Working knowledge of:** supervisory techniques and practices; training needs of subordinates and sources of training; continuing educational requirements for staff. **General knowledge of:** State Administrative Manual, Rules for State Personnel Administration, department affirmative action plan and the guide to prohibitions, penalties and the grievance procedures. **Ability to:** supervise staff of the Veterans Service Program; develop and present certification curriculum; develop curriculum and training materials; deliver training programs; interpret and enforce department policies and guidelines.

#### VETERANS SERVICE OFFICER I

EDUCATION AND EXPERIENCE: Associate's degree from an accredited college or university in any field and one year of professional experience which included interviewing clients to elicit and impart information; researching and locating information from a variety of sources; writing narrative reports and summaries; interpreting and applying rules and regulations; and evaluating complex information and making determinations; **OR** graduation from high school or equivalent education and two years of professional experience as described above; **OR** one year of experience as a Veterans Service Officer Trainee in Nevada State service; **OR** an equivalent combination of education and experience as described above. (*See Special Requirement and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** addition, subtraction, multiplication, division, fractions, decimals, percentages and whole numbers to determine monetary benefits. **General knowledge of:** State and federal veteran-related regulations and benefits; medical terminology; human anatomy and physiology; military terminology; research techniques to locate medical, military and technical documentation including Internet research or analysis; federal, State, and local social services available to veterans. **Ability to:** compose grammatically correct reports and memoranda; read and comprehend departmental policies and procedures, legal documents such as federal and State 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 situations and provide information regarding options available;

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### MINIMUM QUALIFICATIONS (cont'd)

#### VETERANS SERVICE OFFICER I (cont'd)

##### ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (cont'd)

organize work and set appropriate priorities; establish and maintain cooperative working relationships with others; use a personal 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; interviewing individuals to elicit information; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):  
*(These are identical to the Entry Level Knowledge, Skills and Abilities required for Veterans Service Officer II.)*

#### VETERANS SERVICE OFFICER TRAINEE

EDUCATION AND EXPERIENCE: Associate's degree from an accredited college in any field and one year of paraprofessional experience of which included interviewing clients to elicit and impart information; researching and locating information from a variety of sources; writing narrative reports and summaries; interpreting and applying rules and regulations; and evaluating complex information and making determinations; **OR** high school degree or equivalent and two years of paraprofessional experience as described above; **OR** an equivalent combination of education and experience as described above. *(See Special Requirement and Informational Notes)*

##### ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**General knowledge of:** Record keeping and filing methods; modern office practices, procedures and equipment; Internet research and analysis; basic mathematical computation. **Ability to:** read, comprehend and apply written policies and procedures to specific situations; read and follow written instructions; speak clearly and distinctly on the telephone; listen attentively and record information; effectively interact with persons from a variety of educational, economic, social and cultural backgrounds; organize work and set appropriate priorities; establish and maintain cooperative working relationships with others; use a personal computer including word processing, spreadsheet and database programs. **Skill in:** operating a computer terminal enough to input and retrieve information.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):  
*(These are identical to the Entry Level Knowledge, Skills and Abilities required for Veterans Service Officer I.)*

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

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ESTABLISHED:	7/1/07R	8/17/05R	8/27/76	10/29/18UC
REVISED:			12/19/85-12	
REVISED:			7/1/87-12P	
			4/14/87PC	
REVISED:			8/19/88-3	
REVISED:			3/29/01UC	
REVISED:			7/1/03P	
			7/2/02PC	

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REVISED:			8/17/05R	
		12/23/05UC	12/23/05UC	
REVISED:	3/7/08UC	3/7/08UC	3/7/08UC	
REVISED:	6/25/08UC	6/25/08UC		
REVISED:	10/29/18UC	10/29/18UC	10/29/18UC	10/29/18UC