

SENIOR VETERANS COUNSELOR

CODES/PAY GRADE

Class Code: 2847 EEO Code: B Pay Grade: 120

MAJOR FUNCTION

Highly responsible work counseling, advising, and assisting veterans, their widows, and dependents in any claim with the U. S. Department of Veterans' Affairs or other Federal, State, or County agencies to secure benefits that they may be entitled to under Federal and State laws/statutes.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Performs all work as outlined for Veterans Counselor.

Serves as Office Manager. Performs supervisory duties assigning and reviewing work, planning, maintaining standards, coordinating activities, recommending disciplinary action as needed, and conducting performance evaluations.

Reviews amendments and/or policy changes to Title 10/ 38 USC, 38 CFR, and regulations, VA program guides and VA rating schedules. Communicates changes to staff.

Runs a satellite office independent of close supervision.

May be required to represent the Veteran Services Officer at speaking engagements and meetings in his absence.

Performs related work as required.

KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge of the laws, rules, and regulations governing veterans benefits under Federal and State Statutes.

Ability to exercise good judgement in counseling and in assisting in the solution of veterans' problems. Ability to enlist and retain the respect, confidence and cooperation of veterans and veteran agencies. Ability to interpret and enforce various Federal and State Statutes dealing with veteran affairs. Ability to fill out governmental forms precisely and completely. Ability to maintain files. Ability to establish and maintain effective working relationships with employees, veterans, their dependents, civic groups, all community service organizations and the general public. Ability to express oneself clearly and concisely, orally and in writing. Ability to use personal computer including word processing and spreadsheet applications.

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MINIMUM QUALIFICATIONS

Graduation from an accredited two (2) year college or university, plus two (2) years military experience and three (3) years veterans counseling. Must be an honorably discharged veteran of U.S. armed forces.

A comparable amount of education and training may be substituted for the minimum educational qualifications. Must possess a current Florida drivers license.

ADA REQUIREMENTS

Physical Demands: Ability to talk, see; finger dexterity.

Mental Demands: Ability to read and comprehend legal statutes and ordinances, reports, and summaries. Ability to write compound, complex reports detailing information and data, memos, and letters. Ability to speak clearly and concisely on complex legal issues as they relate to benefits. Ability to perform basic mathematical functions (addition, subtraction, multiplication, division.) Ability to apply statutes, ordinances, laws to real cases.

Environmental Demands: Inside work.

Revised 11/99