



KINGS COUNTY
Human Resources
Kings County Government
Center
Hanford, CA 93230
www.countyofkings.com

Veterans' Service Representative I/II

An Equal Opportunity Employer

SALARY

Salary: Depends on Qualifications

OPENING DATE: 01/11/19

CLOSING DATE: 01/21/19

JOB OPPORTUNITY:

One immediate vacancy in the Public Guardian/Veteran Services Department. Future vacancies for this position may be filled from the eligible list to be established. The expected life of the eligible list is six months.

Level I - \$16.45 - \$20.08 Hourly, \$34,216.00 - \$41,766.40 Annually
Level II - \$18.18 - \$22.18 Hourly, \$37,814.40 - \$46,134.40 Annually

DISTINGUISHING CHARACTERISTICS

The Veterans Service Representative classification series is utilized in the Public Guardian/Veterans Service Office. Incumbents report to the department head and assist veterans and their eligible dependents in understanding and obtaining available benefits. Veterans Service Representative I is the trainee level; incumbents work under close supervision so that the consequence of error is minimized. As assigned responsibilities and knowledge increase, incumbents may reasonably expect to advance to Veterans Service Representative II when satisfactory completion of the minimum requirements for the higher level and when, upon the recommendation of the Department Head, they have demonstrated the ability to perform at the experienced level. Veterans Service Representative II is the fully experienced level in the series.

DUTY SAMPLE

Duties include but are not limited to those described below. Reasonable accommodation will be made when requested and determined by the County to be appropriate under applicable law.

Counsel, assist and advise applicants and their eligible dependents on matters concerning veterans' service benefits in the areas of: vocational rehabilitation and education assistance, compensation and pension for both service-related and non-service-related disabilities, insurance, hospitalization, funerals, veteran loans, surviving spouse and children's benefits, and community resources available to veterans and eligible dependents; explain benefits and processing procedures and answer questions; when necessary, visit veterans in their homes or other locations to obtain information; prepare claims and submit for processing through appropriate channels; obtain, review, assemble and compile documents and/or other evidence required in support of claims and forward to proper agencies for processing; discuss and resolve difficult cases with the Veterans Service Officer; review and comply with legal and regulatory changes affecting veterans' service benefits; prepare or assist in preparation of reports; maintain records and files; prepare appropriate correspondence as necessary; maintain proficiency in the laws, regulations and other related matters affecting veterans and eligible dependents; make presentations to organizations and perform related outreach services; may transport veterans to appointments, may perform specialized clerical duties involving the examination and recording of official federal military discharge documents using knowledge and application of federal and state codes, laws and manuals related to recording documents to establish official county records, performs other duties as required.

MINIMUM QUALIFICATIONS **MINIMUM REQUIREMENTS MUST BE MET BY THE CLOSING DATE**

Please note: Work experience for the last 15 years must be included in the work history portion of your application. It is also important that your application show all the relevant education and experience that you possess, even if it extends beyond the required past 15 years. A resume may be attached, but is not a substitute for completing the application and supplemental questions. Failure to submit a completed application may eliminate you from the recruitment.

Any combination of education and experience that would likely provide the required knowledge, skills and abilities may be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

Veterans Service Representative I

Experience: One year of public contact experience involving 1) interviewing or counseling individuals to determine, on the basis of policies, laws, rules or regulations, the acceptance, rejection or categorization of applications or claims; and/or, 2) interviewing, assisting or counseling individuals regarding eligibility for benefits, entitlements, programs or services based on policies, laws, rules or regulations. (Substitution: Experience in the Kings County Veterans Service Office performing clerical duties directly related to the provision of services to veterans and their families and the related education may substitute for the required experience. VA Work Study Program participants encouraged to apply.)

Veterans' Service Representative II

Experience: One year of experience as a Veterans Service Representative in Kings County; or one year of experience in the preparation and development of applications and claims for presentation to the Veterans Administration.

Special Requirements: Same as below, and: Possess and maintain valid Veterans Service Representative certifications issued by the United States Department of Veterans Affairs and the California Department of Veterans Affairs.

Both Levels:

Education: Equivalent to completion of the twelfth grade.

License: Possession of a valid California driver's license by date of appointment.

Special Requirements: Work occasional evenings, weekends and holidays as assigned; travel within and outside the County; safely and efficiently operate a motor vehicle. Ability to type on computer equipment or typewriter at a speed sufficient to ensure satisfactory job performance. Ability to obtain appropriate and valid Veterans Service Representative certifications issued by the United States Department of Veterans Affairs and the California Department of Veterans' Affairs. Ability to obtain and maintain deputization from the Kings County Assessor, Clerk/Recorder.

Desirable Qualifications: United States Armed Forces veteran status preferred. (A DD214 form or equivalent indicating honorable service in a branch of the United States military forces constitutes acceptable proof of possession of this qualification.) VA Work Study Program participants are encouraged to apply.

Please click on the following links for detailed job specifications:

[Veterans' Service Representative I](#)

[Veterans' Service Representative II](#)

SELECTION PROCESS: **EQUAL OPPORTUNITY EMPLOYER**

All completed applications and supplemental questionnaires will be reviewed. Depending upon the number of applicants who meet the minimum qualifications, the examination process may include a screening committee (pass/fail) and/or written examination (pass/fail) and/or an oral examination (100%) which may include a written practical component to determine placement

on the eligible list. Those applicants who are among the selected pass point will be invited to participate in the oral examination process which may include a written practical component.

VETERAN'S PREFERENCE AVAILABLE UPON REQUEST

[Veteran's Preference Application](#)

Must submit the request form and certified DD-214 prior to the closing date.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:
<http://www.countyofkings.com/departments/human-resources>
 OR
 Kings County Human Resources
 (559) 852-2510

EXAM #2018-089
 VETERANS' SERVICE REPRESENTATIVE I/II
 VW

Veterans' Service Representative I/II Supplemental Questionnaire

- * 1. The following questions are used to help determine qualifications and eligibility to continue in the recruitment process. All education and experience used to answer the supplemental questions below must be included on the education and work history portion of your application. Responses such as "see resume" or "see application" or brief general statements will be considered incomplete. Incomplete applications may be rejected.
 - I have read and understand the above statement
- * 2. This position requires completion of the twelfth grade or equivalent. Do you possess a high school diploma or GED equivalent?
 - Yes, I graduated from high school
 - Yes, I passed a GED equivalency exam
 - None of the above
- * 3. How many years of experience do you have with public contact involving the following: Interviewing or counseling individuals to determine, on the basis of policies, laws, rules or regulations, the acceptance, rejection or categorization of applications or claims?
 - Less than one year of experience
 - One year of experience or more
 - N/A - no experience
- * 4. Describe your public contact experience involving interviewing or counseling individuals to determine, on the basis of policies, laws, rules or regulations, the acceptance, rejection or categorization of applications or claims. BE SPECIFIC. In your response, please indicate the name of the employer, relevant job duties, and where the experience was gained.
- * 5. How many years of experience do you have with public contact involving the following: Assisting or counseling individuals regarding eligibility for benefits, entitlements, programs or services based on policies, laws, rules or regulations.
 - Less than one year of experience
 - One year of experience or more
 - N/A - no experience
- * 6. Describe your public contact experience involving assisting or counseling individuals regarding eligibility for benefits, entitlements, programs or services based on policies, laws, rules or regulations. BE SPECIFIC. In your response, please indicate the name of the employer, relevant job duties, and where the experience was gained.
- * 7. How many years of experience do you possess in the Kings County Veterans Service Office performing clerical duties directly related to the provision of services to veterans and their families?
 - Less than one year of experience
 - One year of experience or more

- N/A - no experience
- * 8. Do you possess a valid California Driver's License (CADL)?
- Yes, I possess a valid CADL.
- No, I do not possess a CADL but I am willing and ABLE to obtain one prior to appointment to this position.
- No, I do not possess a CADL and I am UNABLE to obtain one prior to appointment to this position
- * 9. This position requires the ability to work occasional evenings, weekends and holidays as assigned.
- I have read the above statement and am ABLE to meet the requirements.
- I have read the above statement and am UNABLE to meet the requirements.
- * 10. This position requires the ability to travel within and outside the County.
- I have read the above statement and am ABLE to meet the requirements.
- I have read the above statement and am UNABLE to meet the requirements.
- * 11. This position requires the ability to obtain appropriate and valid Veterans' Service Representative certifications issued by the United States Department of Veterans' Affairs and the California Department of Veterans' Affairs.
- I have read and understand the above statement.
- * 12. This position requires the ability to obtain and maintain deputization from the Kings County Assessor, Clerk/Recorder.
- I have read and understand the above requirement.
- * 13. Do you have a DD214 form or equivalent indicating honorable service in a branch of the United States military forces? If yes, it is the applicants responsibility to request Veteran's preference prior to the closing date.
- Yes. I understand that it is my responsibility to request Veteran's Preference prior to the closing date.
- No
- * 14. Do you possess a valid Veterans' Service Representative certificate issued by the United States Department of Veterans' Affairs and the California Department of Veterans' Affairs?
- Yes, I possess a valid Veterans' Service Representative certificate described above.
- No, I do not possess a valid Veterans' Service Representative certificate described above.
- * Required Question