

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES**

Veterans Benefits

SERIES NUMBER

6951

MAJOR AGENCIES

Veterans Services

EFFECTIVE

2/17/2019

SERIES PURPOSE

The purpose of the veterans benefits occupation is to provide consultative work in various program areas to external stakeholders by providing assistance in veterans benefits services &/or activities from the Department of Veterans Affairs and the state's public education system.

JOB TITLE

Veterans Benefits Coordinator

JOB CODE

69511

PAY GRADE

29

EFFECTIVE

2/17/2019

CLASS CONCEPT

The full performance level works under direction & requires a considerable knowledge of veterans benefits in order to provide services & support to veterans and immediate family members

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Veterans Benefits Coordinator	69511	09	02/17/2019	29

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Develops & analyzes applications & supporting documentation submitted by veterans, (e.g. assists dependent children in applying for educational benefits, assists widows & families of deceased veterans with applications for burial benefits, & potential income based pension or compensation); monitors & reviews Department of Veterans Affairs application processes (e.g. determine if an application was previously submitted, monitor claim/appeal anniversary dates to ensure no missed deadlines, interview veterans & eligible claimants to determine eligibility for additional VA or local benefits, provide updates on pending claims/appeals, monitor income/expenses and report any increase/decrease to VA pension to prevent overpayment, communicate with VA employees to ensure claims are accurate and if additional information is needed); assists county veterans service officers, track & maintain active list of all county veteran service officers.

Compiles & mails power of attorney (POA) rejection letters to veterans, collects veteran transmittal cover letters from Veteran of Foreign Wars & mails to County Veteran Service Office for record keeping, greets & assists any office visitors, local VA or County Veteran Service Office outreach, assists with VA/ODVS joint training.

Reviews VA files & retrieves rating decisions to update veteran's awards, prints/sends VA award letter to OVH treasury/pharmacy department & updates OVH A&A list, completes monthly evaluation on already rated disabilities, notifies veteran &/or guardian once VA rating decision is completed, downloads DD214 provided to ODVS from DOD, assists residents with obtaining disability related equipment (e.g. wheelchairs, hearing aids, clothing allowance).

MAJOR WORKER CHARACTERISTICS

Knowledge of VA/Title 38 USC/chapter 36, regulations and procedures; Title VI of the Civil Rights Act of 1964, Title IX. Section 504, & the Age Discrimination Act. Skill in use of business office software (e.g. Microsoft Office), & other electronic devices (e.g., personal computer, smart phone, tablet, printer/fax). Ability to define problems, collect data, establish facts & draw conclusions; calculate fractions, decimals & percentages; handle sensitive contacts & inquiries with government officials, college/university officials, company officials & general public; prepare statistical reports & maintain records; gather, collate & classify information about data, people or things.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Formal education in arithmetic that includes calculating percentages, fractions & decimals & reading common English vocabulary; 12 mos. trg. or 12 mos. exp. in public relations or customer service; 6 mos. trg. or 6 mos. exp. in operation of personal computer & use of business office software (e.g. Microsoft Office)

-Or equivalent of Minimum Class Qualifications For Employment noted above.

NOTE: PER OAC 5902-1-03, Criteria for hiring county veteran's service officers for accreditation purposes - Applicant, shall be a veteran with an honorable discharge/separation; shall satisfactorily complete a background investigation by a local law enforcement agency.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Must be eligible to obtain accreditation for benefit submissions to the Dept. of Veterans Affairs per OAC 5902-1-05 within 18 months of starting position

UNUSUAL WORKING CONDITIONS

Not applicable.