

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8447100

Veterans Benefits Advisor 1, Grade 18 8447100
Veterans Benefits Advisor 2, Grade 21 8447200

Brief Description of Class Series

Veterans Benefits Advisors advise and assist veterans, active duty military, military reserve and National Guard members, and their family members, dependents and survivors with available local, state, and national benefits information at the Division of Veterans' Services.

Distinguishing Characteristics

Veterans Benefits Advisor 1: full performance level; independently works in one or more veterans' services offices under the general direction of a Veterans Benefits Advisor 2; may manage a field office and supervise administrative support staff at one or more veterans' services offices.

Veterans Benefits Advisor 2: supervisory level; under the general direction of higher-level staff, supervise multiple veterans' services offices in an assigned region; ensure offices follow established processes, procedures, and rules; and inform offices of changes in law or policy that affects benefits to veterans and their dependents.

Illustrative Tasks

Veterans Benefits Advisor 1

Advises and informs veterans and their dependents of available benefits and services; assists with health, pension, and readjustment issues connected to military service.

- Through personal interview, correspondence, community meetings, and outreach programs, provides veterans and their dependents with information and assistance on programs and services to which they may be entitled.
- Advises clients on the use of benefits, services, and programs.
- Assists individual veteran service claimants to prepare, present, and process

veterans' service and benefit claims and appeals claims believed to be wrongfully denied.

- Advocates on behalf of veterans for benefits and services.
- Prepares and conducts community outreach programs on veteran issues to residents in the community.

Manages a Veterans Services Office.

- Establishes case files and maintains records and reports on services performed.
- Supervises support staff assigned to the field office.
- Implements policy changes for assigned field office.
- Represents the Division before veterans' organizations and community groups.
- May supervise more than one Veterans' Services field office.

Veterans Benefits Advisor 2

Administers veterans' service and benefit programs in an assigned region, evaluates veterans' services office operations, and advises staff on new policy or changes in existing policy.

Serves as subject matter expert on federal, state, and local veterans benefit programs and services.

Provides direction to Veterans Benefits Advisors 1 on difficult service and benefit determination questions from veterans and their dependents.

Produces reports, compiles statistics, and reports on trends in benefits administration for veterans and their dependents in an assigned region.

Recommends procedural and policy changes to higher level staff regarding veterans' service and benefit program administration.

Implements policy and procedural changes at field offices.

Identifies field office staff training needs and conducts training courses on veterans' benefit programs.

Ensures that accreditation requirements are met through the United States Department of Veterans Affairs.

Minimum Qualifications

Veterans Benefits Advisor 1

Open Competitive: two years of active military duty in the Armed Forces of the United States and an honorable discharge or under conditions in the NYS Restoration of Honor Act.; AND three years of experience in employment counseling, military career counseling, military recruiting, guidance counseling, employment interviewing, personnel administration, teaching, labor relations; or as a Veterans' Organization Service Officer; or in a governmental position responsible for: the explanation of benefit program and entitlement criteria to veterans and/or their families; the analysis of claims for veteran benefits; the preparation of rating decisions; and/or the direction and conduct of post-decisional hearings and processes appeals for veterans and/or their families.

Substitution: College credits may be substituted for up to two years for the required experience at the rate of 30 semester credit hours equaling one year of experience.

Veterans Benefits Advisor 2

Promotion: one year of permanent service as a Veterans Benefits Advisor 1.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 11/2020

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