



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 4231

VETERANS BENEFITS SPECIALIST (4231)

GRADE I

SCOPE OF WORK:

Work involves assisting veterans of North Dakota and their dependents in obtaining federal and state benefits to which they are entitled. Benefits at the federal level include disability compensation, pension, education and training, and burial benefits; benefits at the state level include hardship assistance grants, veterans aid loans, and tuition assistance.

DUTIES PERFORMED:

- Interview, advise, and assist veterans and their dependents with claims for veterans' benefits such as, disability compensation, pension, education, training/rehabilitation, death benefits, insurance, etc.
- Review benefit applications/claims for accuracy and benefit program eligibility; ensure all supporting documentation accompanies applications; determine and forward applications to appropriate entity for processing; track applications.
- Conduct research to obtain additional information to substantiate claims.
- Assist claimant at hearings; prepare claimant for hearing.
- Research, prepare, and recommend actions for veterans' preference appeals cases.
- Provide technical assistance to the public, county veteran service officers, and other governmental agencies.
- Make presentations to veterans' organizations, and state, county, and municipal governments on veterans' preference laws.
- Represent the Veterans Affairs Department at meetings, conferences, and other events sponsored by outside entities for the benefit of veterans and their dependents.
- Plan, develop, and present training conferences for county veteran service officers.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and four years of work experience that included providing information and assistance to customers/clients; conducting interviews; and researching, interpreting, and analyzing information. College level coursework in

business or public administration, social or behavioral science, criminal justice, legal, or other closely related field may substitute for the work experience requirement on a year-for-year basis.

Eff. Date: 1/87

Rev: 2/00 – Word processing conversion

Rev: 5/05 – Revised to delete first level and combined with 4235 Veterans Assistance Training Specialist, which was deleted.

Rev: 08/10 – Revised minimum qualifications, scope of work, duties statements and reviewed factoring.

Rev: 7/12 – Conversion to Hay System