

### **VETERANS CLAIMS EXAMINER**

**DEFINITION:** Under general supervision, performs work of moderate difficulty in assisting and representing veterans and/or their surviving dependents in obtaining federal and state veterans' benefits and entitlements; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

#### **TASKS:**

Serves as an advocate for Veterans Administration claimants providing information on a broad range of benefits and services; inspects claims folders of claimants; gathers requisite evidence from medical, military, community and other sources to support benefit determinations; maintains strict confidentiality of claimant's records; prepares claim forms and briefs; assembles pertinent evidence; requests hearing before a government board and presents briefs; reviews board's decision for grounds for appeal; represents claimant on notice of disagreement and claim denial before Veterans Administration Adjudication Board, Board of Veterans Appeals and Courts of Veterans Appeals.

Conducts follow up with veterans administration and provides claimant with notification of benefits determination and decisions; counsels claimant and makes referrals and recommendations to appropriate service providers; assists with applications for veterans benefits and services; reviews legislation, regulations and precedents; participates in or conducts workshops and presentations on veterans benefits, services and rights.

#### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of federal, state and Navajo Nation regulations regarding veterans' benefits and entitlements.  
Knowledge of admissibility of evidence as it pertains to hearings and appellate procedures.  
Knowledge of the needs, problems and attitudes of disabled and disadvantaged veterans.  
Knowledge of the interviewing and counseling techniques.  
Skill in responding to the veteran client with tact, diplomacy and appropriate timely information.  
Skill in developing necessary information or evidence required documenting claims.  
Skill in the development and evaluation of evidence, in solving problems involved in the discovery of information and in making judgments where regulations may have only general applicability.  
Skill in oral and written communications.  
Skill in interpersonal relationships.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves minimal physical effort in an office setting.

**MINIMUM QUALIFICATIONS:** A Bachelor's degree in Business or Public Administration, or a closely related field; and two (2) years experience in veteran benefits administration; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

**SPECIAL REQUIREMENTS:** Must be an accredited Claims Agent by the Department of Veterans Affairs or other chartered nationally recognized Veterans organization.

THE NAVAJO NATION

Class Code: 3829  
Community Education and Counseling Series  
Community Services Group  
Overtime Code: Exempt  
Pay Grade: 64

**VETERANS CLAIMS EXAMINER**

Depending on the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.