



County of Orange  
**Supervising Veterans Claims Representative**

<b>SALARY</b>	\$32.46 - \$43.76 Hourly \$2,596.80 - \$3,500.80 Biweekly \$5,626.40 - \$7,585.07 Monthly \$67,516.80 - \$91,020.80 Annually	<b>LOCATION</b>	Orange County
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	7215SM-0924-012 (O)
<b>DEPARTMENT</b>	OC Community Resources	<b>OPENING DATE</b>	09/23/2024
<b>CLOSING DATE</b>	10/14/2024 11:59 PM Pacific		

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## CAREER DESCRIPTION



### **SUPERVISING VETERANS CLAIMS REPRESENTATIVE**

#### **SALARY INFORMATION**

In addition to performance-based merit increases, this position is scheduled to receive a salary range increase on the following date:

Effective June 27, 2025 – 4.00% increase

*Salary may be negotiable within the range listed above, based on position requirements and successful candidate's qualifications, subject to appropriate authorization.*

#### **OPEN TO THE PUBLIC**

This recruitment is being held to establish an open eligible list to fill current and future Supervising Veterans Claims Representative positions within OC Community Resources/OC Community Services. This recruitment may also be used to fill positions in similar and/or lower-level classifications throughout the County of Orange.

#### **DEADLINE TO APPLY**

Qualified applicants are encouraged to apply immediately, as this recruitment will close on **Monday, October 14, 2024 at 11:59 PM (PT).**

#### **THE COUNTY**

The County of Orange is a regional service provider and planning agency whose core businesses include public safety, public health, environmental protection, regional planning, public assistance, social services and aviation. Click [here](#) for more information.

#### **OC COMMUNITY RESOURCES (OCCR)**

OC Community Resources is a multi-faceted department comprised of OC Animal Care, OC Community Services, OC Housing & Community Development, OC Parks, and OC Public Libraries. Click [here](#) for more information.

## **VETERANS SERVICE OFFICE**

The County of Orange Veterans Service Office actively pursues the rights of veterans and dependents of the United States Armed Forces to receive U.S. and California Department of Veterans Affairs benefits. We will work collaboratively with nationally chartered veterans' organizations, the U.S. and California Department of Veterans Affairs and others to assure that veterans and their dependents receive the entitlements they have earned for their military service. Click [here](#) for more information on the Veterans Service Office.

## **THE OPPORTUNITY**

The Supervising Veterans Claims Representative is responsible for administering policy as established by the County Veterans Service Officer, and serves as a consultant in all claims matters, and prepare reports. This position is distinguished by their lead responsibilities and involvement with the more complex and difficult claims for benefits; and may act as an advocate to advise or resolve differences between the claimant and the U.S. Department of Veterans Affairs. The position provides supervision, training, and technical direction to a team of lower classification level Veterans Claims Representatives and office support staff. The Supervising Veterans Claims Representative may review new state and federal legislation and assist team members to implement changes to workflow and processes. The incumbent may assist in the establishment and maintenance of outstations providing services to veterans.

***This position may require the incumbent to work nights, weekends, holidays, and may not have a 9/80 work schedule. This position does not telework.***

## **DESIRABLE QUALIFICATIONS & CORE COMPETENCIES**

The ideal candidate will possess at least one (1) year of full-time equivalent work experience in utilizing client management software and training or leading Veterans Claims Representatives. This experience is highly desirable, but not required.

In addition, the ideal candidate will demonstrate knowledge and experience in the following core competencies:

### **TECHNICAL EXPERTISE | VETERANS SERVICE INDUSTRY**

- Knowledge in Federal, State, local rules and regulations pertaining to veteran benefit programs, disability compensation claims and appeal procedures.
- Knowledge of terminology to investigate and process Veterans compensation and pension benefit claims.
- Preparing reports by collecting and analyzing statistical data pertaining to Veterans' issues to identify/develop new programs.
- Assisting the Veterans Service Officer in the implementation and coordination of newly approved programs, participating in the planning and development of new veterans' assistance programs and special projects in order to improve services to veterans.
- Proficient in Microsoft Office suite, specifically Outlook, Excel, Teams, Bookings, and Word.
- Monitoring databases to ensure system of records are maintained.

### **SUPERVISION/LEADERSHIP**

- Training, coaching, providing technical direction, and mentoring team members and veterans claims representatives in order to ensure effective, efficient service.
- Performing lead duties and overseeing the work of staff engaged in assisting veterans and their dependents with preparing and filing claims for benefits.
- Assigning and aligning work products and team schedules with work priorities as outlined by the County Veterans Service Officer.
- Monitoring, reviewing, and evaluating work products and staff performance and report to County Veterans Service Officer.
- Monitoring Claims Representatives' progress with claims filings to ensure consistency with Title 38 of the United States Code and Code of Federal Regulations.
- Acting as Veterans Service Office Liaison in the absence of County Veterans Service Officer.
- Reviewing new veteran legislation and assisting staff to implement changes that affect the rights of veterans and their dependents.

## **INTERPERSONAL SKILLS/CUSTOMER SERVICE**

- Collaborating with the public and with other County, State, Federal agencies and non-profit organizations.
- Interacting in a considerate and sensitive manner regarding military related trauma issues with the ability to establish trust and confidence of the claimant while successfully processing their claim.
- Providing highest level of customer service and using emotional intelligence to effectively and patiently guiding veterans, their survivors and dependents, and other internal clients.
- Listening effectively to clients and providing empathetic and accurate responses in a timely manner.

## **COMMUNICATION**

- Possessing excellent oral and written communication skills required for gathering, evaluating, researching and preparing well organized written/oral presentations.
- Presenting complex material clearly, concisely, logically and persuasively both orally and in writing.
- Communicating and educating others regarding Veterans Services at outreach events.
- Building consensus among diverse groups for the purpose of meeting client's needs.
- Preparing letters, statements, agreements, inquiries and descriptive and statistical reports.
- Consulting with the County Veterans Service Officer to assess Veterans Service Office needs and systems.

## **MINIMUM QUALIFICATIONS**

Please click [here](#) for information regarding the complete classification description, including the minimum qualifications, for Supervising Veterans Claims Representative.

## **RECRUITMENT PROCESS**

### **Veterans Employment Preference**

The County is committed to providing a mechanism to give preferential consideration in the employment process to veterans and their eligible spouses and will provide eligible participants the opportunity to receive interviews in the selection process for employment and paid internship openings. Please click [here](#) to review the policy.

### **Application Screening I (Refer/Non-Refer)**

Applications and supplemental responses will be screened for qualifications that are highly desirable and most needed to successfully perform the duties of this job. Only those applicants that meet the qualifications as listed in the job bulletin will be referred to the next step in the recruitment process.

### **Recorded Structured Oral Interview (rSOI) I (Weighted 100%)**

The rSOI is a timed oral interview conducted virtually through an online vendor. Applicants will be given a series of structured questions designed to elicit the applicant's qualifications for the job. All applicant responses will be video recorded so that they can be evaluated against pre-determined criteria by a panel of job knowledge experts. Only the most successful candidates will be placed on the eligible list.

**Based on the Department's needs, the selection procedures above may be modified.** Candidates will be notified of any changes in the selection procedures.

### **Eligible List**

Once the assessment has been completed, HRS will establish an eligible list of candidates. Candidates placed on the eligible list may be referred to a selection interview to be considered for present and future vacancies.

### **License/Certification**

A valid California Class C Driver's License, which must be maintained throughout employment in this class, is required at time of appointment.

### **Special Requirements**

Must receive and maintain the United States Department of Veterans Affairs (USDVA) accreditation by passing the California Department of Veterans Affairs Accreditation Class within one year of appointment.

Must be able to obtain and maintain access to VetProWeb Case Management System and Veterans Benefits Management (VBMS) System or equivalent, during employment in this position.

## ADDITIONAL INFORMATION

Please see below for important information regarding COVID-19 related recommendations.

Effective April 3, 2023, it is strongly recommended that County employees working in health care settings and correctional facilities follow vaccination and booster guidelines provided by the California Department of Public Health (CDPH) and the Centers for Disease Control and Prevention (CDC). Please click [here](#) to see the latest guidance for more details.

### **EMAIL NOTIFICATION:**

**Email** is the primary form of notification during the recruitment process. Please ensure your correct email address is included in our application and use only one email account.

**NOTE: User accounts are established for one person only and should not be shared with another person. Multiple applications with multiple users may jeopardize your status in the recruitment process for any positions for which you apply.**

Candidates will be notified regarding their status as the recruitment proceeds via email through the GovernmentJobs.com site. Please check your email folders, including spam/junk folders, and/or accept emails ending with "governmentjobs.com" and "ocgov.com." If your email address should change, please update your profile at [www.governmentjobs.com](http://www.governmentjobs.com).

### **FREQUENTLY ASKED QUESTIONS:**

Click [here](#) for additional Frequently Asked Questions.

For specific information pertaining to this recruitment, contact Jenny Kim at (714) 480-2861 or [Jenny.Kim@occr.ocgov.com](mailto:Jenny.Kim@occr.ocgov.com).

## EEO INFORMATION

Orange County, as an equal employment opportunity employer, encourages applicants from diverse backgrounds to apply.



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### **Agency**

County of Orange

### **Address**

400 W CIVIC CENTER DRIVE

Santa Ana, California, 92701

### **Phone**

714-834-2555

### **Website**

<https://hrs.ocgov.com>

## Supervising Veterans Claims Representative Supplemental Questionnaire

\*QUESTION 1

This position may require the incumbent to work nights, weekends, holidays, and may not have a 9/80 work schedule. This position does not telework. Please type **Yes, I understand** if you agree.

**\*QUESTION 2**

Please select the option below which best describes your qualifications for the **Supervising Veterans Claims Representative** classification. Please note the asterisks below regarding education or training substitution. **\*Education or training that can be directly related to the knowledge and abilities to Veterans Claims Representative may be substituted for up to one year of experience at the rate of three semester units for one month of experience and one hour of job-related training for one hour of experience. \*If you select the option to substitute education or training for experience, you are required to attach a copy of your transcripts to your application.**

- Two (2) years work experience as a Veterans Claims Representative with the County of Orange
- Two (2) years of full-time equivalent experience assisting the public in determining their eligibility and filing and processing claims for a variety of benefits.
- At least one (1) year of full-time equivalent experience PLUS education or training that can be directly related to the knowledge and abilities listed above.
- None of the above.

**\*QUESTION 3**

In reference to your selection for question #2, please provide details on your qualifications for the **Supervising Veterans Claims Representative** classification. **NOTE: Your response should include your employer, job title, duties and length of time in the position. If no experience, please enter, "N/A".**

**\*QUESTION 4**

If you selected an education or training substitution option above, please see below. **For education substitution, include the names of the courses you have completed in a closely related field, and the number of semester or quarter units for each course. For training substitution, include the name of the training, the name of the organization that provided this training, and hours completed. Please note, a copy of unofficial transcripts must be attached to your application for verification purposes. Foreign degrees require an evaluation of U.S. equivalency by an agency that is a member of the National Association of Credential Evaluation Services (NACES). If none of these apply to you, please write "N/A".**

**\*QUESTION 5**

Do you have at least one (1) year of full-time equivalent work experience in utilizing client management software and training/leading Veterans Claims Representatives or equivalent? **\*Note: your work experience section of your application should support your selection below.**

- Yes
- No

**\*QUESTION 6**

In reference to your response for Question #5 above, describe your work experience in utilizing client management software and training/leading Veterans Claims Representatives or equivalent. **Your response should include your employer, job title, level of responsibility and length of time in the position. If no experience, please write, "N/A".**

\* Required Question