

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 22  
**Fiscal Year:** 2017/2018  
**Posted Date:** 02/07/2018  
**Reposted Date:** N/A

**ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):**  
**(Job specification(s) attached.)**

Item #	Job Code	Title
1	4232	Veterans Claims Representative
2	4233	Veterans Claims Representative Supervisor

**Protests on an item should be addressed to the Human Resources Director** and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to [DHR.ClassificationActionPostings@sfgov.org](mailto:DHR.ClassificationActionPostings@sfgov.org). All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

**For additional information regarding this proposed classification action**, please contact Stephen Fu, Management Assistant, at (415) 701-5680 or by email at [Stephen.Fu@sfgov.org](mailto:Stephen.Fu@sfgov.org).

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
DHR – Client Services Unit  
DHR – Employee Relations Unit  
DHR – Recruitment and Assessment Unit  
DHR – Client Services Operations  
Micki Callahan, DHR  
Michael Brown, CSC  
Sandra Eng, CSC  
Christopher Colandene, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Veterans Claims Representative  
Job Code: 4232**

**DEFINITION**

Under general supervision, performs a variety of technical duties to advise and assist veterans and their dependents in obtaining rights, benefits, and services.

**DISTINGUISHING FEATURES**

4232 Veterans Claims Representative is distinguished from 4233 Veterans Claims Representative Supervisor in that the former does not have supervisory responsibility. 4232 Veterans Claims Representative is distinguished from 4230 Estate Investigator in that the latter is responsible for investigative work in connection with the locating, inventory and preservation of assets of estates coming under the jurisdiction of the public administrator

**SUPERVISION EXERCISED**

May serve as lead worker over clerical and technical personnel.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Interprets and advises veterans and their dependents in obtaining local, state and federal benefits, establishing rights related to filing claims for benefits such as pensions, compensation, insurance, rehabilitation, education, hospitalization, medical care, and burial, and in presenting evidence to prove veteran's disabilities.
2. Gathers evidence, makes assessments on veterans' and their dependents' needs to determine and initiate appropriate service plans.
3. Secures documentary evidence such as military, medical, birth, marriage and divorce records, and other required legal documents for veterans and their dependents.
4. Advises veterans and/or their dependents of their rights on benefits conferred by federal, state, and local legislation including educational, vocational training, medical, financial services and other benefits.
5. Advises veterans and their dependents of the provisions of the applicable federal, state and local laws and regulations and researches, reviews, and explains legislative actions and regulatory changes.
6. Prepares and completes appeals in cases where claims are denied.
7. Makes referrals to state, federal, and community-based programs for services and other resources.

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8. Conducts hospital and home calls for individual clients.
9. Provides outreach and services to homeless veterans and veterans with disabilities.
10. Prepares correspondence to other agencies or clients regarding claims or benefits, and also as related to denials or appeals.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Veteran's program and benefits guidelines and processes; US Department of Veterans Affairs (VA) claim process; claims and appeals practices and procedures; provisions of Federal, State and local legislation, rules or regulations relating to all veterans entitlement programs; Code of Federal Regulations and Veteran Benefits Manual, and the types of benefits available to veterans; interviewing techniques; outreach and community development skills; conducting research and gathering data; computer proficiency.

Ability and Skill to: Interpret laws, rules and regulations concerning the rights and benefits of veterans and their dependents, and counsel clients accordingly; communicate effectively with others; work with a diverse population.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

**Education:**

**Experience:**

Four (4) years of experience working in a federal, state, county, non-profit, or similar environment directly interviewing, counseling and assisting veterans and veterans' dependents identify and obtain available benefits, AND the obtainment of the accreditation by the California Department of Veteran Affairs, pursuant to Title 38, code of Federal Regulations, 14.629 within six (6) months of employment.

**License and Certification:**

Accreditation by the California Department of Veteran Affairs (pursuant to Title 38, code of Federal Regulations, 14.629) must be obtained within six (6) months of employment.

**Substitution:**

Accreditation by the California Department of Veterans Affairs (pursuant to Title 38, code of Federal Regulations, 14.629) at the time of application may be substituted for up to one (1) year of the required experience.

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Veterans Claims Representative  
Job Code: 4232**

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: 4232 Veterans Claims Representative Supervisor

**ORIGINATION DATE:** 02/XX/18

**AMENDED DATE:**

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Veterans Claims Representative Supervisor  
Job Code: 4233**

**DEFINITION**

Under direction, is responsible for the overall operation of the County's Veterans Services Office and coordinates veterans' services throughout the county.

**DISTINGUISHING FEATURES**

Class 4233 Veterans Claims Representative Supervisor is distinguished from 4232 Veterans Claims Representative in that the prior functions as a supervisor.

**SUPERVISION EXERCISED**

Supervises 4232 Veterans Claims Representatives and other subordinate technical and clerical staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Supervises subordinate staff of the County's Veterans Services Office in the performance of advising and assisting veterans and their dependents with obtaining rights, benefits, and services.
2. Develops and administers program budgets, prepares budget requests and forecasts, and monitors and approves expenditures.
3. Provides the public and veterans and their dependents with information concerning veterans' benefits and programs related to education, disability pensions, employment, loans, life insurance, hospitalization, and burial entitlements and assists clients in completing and submitting appropriate applications and evidence for benefits.
4. Reviews, analyzes, interprets and reports on program data.
5. Advises veterans and/or their dependents on rights and benefits conferred by federal, state, and local legislation.
6. Reviews, analyzes, interprets regulations and proposed legislation related to established and new programs/benefits and disseminates information to staff.
7. Conducts assessments of veterans and their dependents needs on complex cases to determine and initiate appropriate service plans.
8. Makes referrals to state, federal, and community-based programs for complex cases.
9. Interprets and advises clients with complex cases of applicable federal, state, and local laws

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and regulations.

10. Oversees the program's outreach and services to homeless veterans and veterans with disabilities at off-site locations.
11. Maintains benefit projections of county recipients of federal and state veterans' programs and estimate annual receipts into the county from all federal and state agencies in relation to veterans' programs.
12. Liaises between executive management, veterans' organizations (at county, district and state levels), staff, and volunteers; provides information regarding department (federal and state) programs and services, and performs field informational and claim visits to clients.
13. Coordinates with Agency's public information officer and veterans advocate groups for the purpose of responding to the media concerning current rules, regulations, changes and trends in the veterans' benefit domain.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Veteran's program and benefits guidelines and processes; US Department of Veterans Affairs (VA) claim process; claims and appeals practices and procedures; provisions of Federal, State and local legislation, rules or regulations relating to all veterans entitlement programs; Code of Federal Regulations and Veteran Benefits Manual, and the types of benefits available to veterans; interviewing techniques; outreach and community development skills; conducting research and gathering data; computer proficiency.

Ability and Skill to: Interpret laws, rules and regulations concerning the rights and benefits of veterans and their dependents, and counsel clients accordingly; communicate effectively with others; work with a diverse population.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

Experience:

Five (5) years of experience working in a federal, state, county, non-profit, or similar environment directly assisting veterans identify and obtain benefits, and/or making referrals to obtain benefits.

License and Certification:

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Veterans Claims Representative Supervisor  
Job Code: 4233**

Accreditation by the California Department of Veterans Affairs (pursuant to Title 38, code of Federal Regulations, 14.629.)

Substitution:

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

From: 4232 Veterans Claims Representative

**ORIGINATION DATE:** 02/XX/18

**AMENDED DATE:**

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

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