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Bulletin Number	27901BR
Type of Recruitment	Open Competitive Job Opportunity
Department	Human Resources Countywide Exams
Position Title	SUPERVISOR, VETERANS CLAIMS
Exam Number	R8138C
Filing Type	Open Continuous
Filing Start Date	10/28/2013
Salary Type	Monthly
Salary Minimum	4999.08
Salary Maximum	7566.52
Special Salary Information	Management Appraisal of Performance Plan (MAPP): This position is subject to the provisions of the Management Appraisal of Performance Plan (MAPP). Initial salary placement and subsequent salary adjustments will be made in accordance with MAPP guidelines and regulations.
Position/Program Information	Supervises and participates in the work of a staff concerned with assisting veterans and their dependents in preparing claims for benefits in the Department of Military and Veterans Affairs. Positions allocable to this class report to the Director, Military and Veterans Affairs and are located in the Veterans Claims Services Division. They are distinguished by their responsibility for providing administrative and technical supervision to veterans claims assistants. Incumbents in these positions must demonstrate knowledge of County, State, and Federal laws and regulations relating to all areas of veterans claims and benefits and be able to supervise, plan, assign, and evaluate veterans assistants subordinate work.
Essential Job Functions	<ul style="list-style-type: none"> • Plans, directs, organizes, supervises subordinate staff and coordinates activities of field office personnel concerned with advising and assisting veterans and their dependents in establishing rights to and filing claims for benefits. Supervisory responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. • Analyzes, reviews, and determines the impact of new/revised veteran's legislation and implements changes that affect the rights of veterans and their dependents. • Interviews veterans and their dependents and assists them in the preparation of claims for benefits in the most complex cases. • Acts as liaison with other governmental or private agencies concerned with the welfare of veterans and their dependents; refers veterans and their dependent(s) to additional agencies for information or services. • Acts for the supervisor of veterans burials in his absence. • Prepares case records, reports and correspondence (e.g., monitors compliance with federal and state regulations; prepares and submits reports to the appropriate federal and state entities). • Identifies operational problems and develops solutions. • Performs special studies and projects, as assigned. • Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a

courteous, efficient and timely manner.

Requirements

MINIMUM REQUIREMENTS:

Option 1: Three years' experience assisting veterans or their dependents in filing and processing claims for a variety of veterans benefits, one year of which must have included lead responsibilities and involvement with the more complex and difficult claims for benefits.

OR

Option 2: One year's of experience as a Veterans Claims Assistant III*.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s)
Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

**Special
Requirement
Information**

*To qualify under option 2, applicants must have County status in this class, as evidenced by holding or having held such payroll title. **NO OUT-OFCLASS EXPERIENCE WILL BE ACCEPTED.**

**Examination
Content**

Candidates whose applications are accepted may be invited to any part of the examination process via email. Therefore, please provide and include your correct email address when completing your online employment application.

This examination will consist of TWO (2) parts:

Part 1: A written test weighted at 60%. The written test will consist of two (2) sections.

Section 1: A Broad-Based Employment Skills Test (B-BEST), which consists of written expression, reading comprehension, and data analysis and decision-making.

Section 2: A computerized Work Styles Assessment written test that will assess business leadership, interpersonal leadership, leadership motivation, self-leadership, management judgment, management potential, and professional potential. Candidates must achieve a passing score of 70% or higher on Part 1 in order to be invited to take the interview (Part 2).

Part 2: A structured interview weighted 40%, that will assess experience and the general abilities to perform the duties of the position, such as veterans claims knowledge and experience, supervision, interpersonal and communication skills, integrity, and computer skills.

IN ACCORDANCE WITH CIVIL SERVICE RULE 7.19 THE WRITTEN TEST MATERIALS ARE STANDARDIZED AND COPYRIGHTED; AND THEREFORE, NOT SUBJECT TO REVIEW. IN ADDITION, REQUESTS FOR HANDSCORING FOR THIS EXAMINATION WILL NOT BE GRANTED.

TRANSFER OF SCORES:

Applicants that have taken identical written test part(s) for other exams within the last 12 months, will have their written test responses for the identical test part(s) automatically transferred to this examination. Candidates will be notified if their written test responses will be transferred.

This examination contains test parts that may be used in the future for new examinations. Your scores will be transferred to the new examination and may not be allowed to re-take any identical test parts for at least 12 months

Candidates must achieve a passing score of 70% on both assessments (i.e., the written test and the interview) in order to be placed on the eligible register.

**Special
Information****TEST PREPARATION RESOURCES ARE AVAILABLE TO HELP
CANDIDATES PREPARE FOR WRITTEN EMPLOYMENT TESTS:**

- An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at:
<http://hr.lacounty.gov>
Please click on "Job Info Center." In the section "Some helpful links," click on "Employment Test Preparation."
- You can also access practice tests for the computerized version of the test by going to the following website:
http://www.shldirect.com/practice_tests.html

While these study guides will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.

**Vacancy
Information**

The eligible register resulting from this examination will be used to fill vacancies in the County of Los Angeles Department of Military and Veterans Affairs, as they occur.

**Eligibility
Information**

Applications will be processed on an "as-received" basis and those earning a passing score will be promulgated to the eligible register accordingly.

The names of candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of 12 months following the date of promulgation.

**Application and
Filing
Information**

APPLICATIONS MUST BE FILED ONLINE ONLY.

APPLICATIONS SUBMITTED BY U.S. MAIL, FAX OR IN PERSON WILL NOT BE ACCEPTED.

To apply online, please click the link below:

https://sjobs.brassring.com/1033/asp/tg/cim_jobdetail.asp?partnerid=25082&siteid=5045&areq=27901BR

INSTRUCTIONS FOR FILING ONLINE:

Apply online by clicking the link that reads "APPLY TO JOB". You can also track the status of your application using this system. We must receive your application by 5:00 pm, PST, on the last day of filing. Note: If you are unable to attach required documents, you may fax them to (213) 380-3681.

The acceptance of your application depends on whether you have clearly shown that you meet the **MINIMUM REQUIREMENTS**. Fill out the application completely and correctly to receive full credit for any related job experience you include. If your application is incomplete, it may be rejected at any stage of the selection process. All information and records are subject to verification.

SOCIAL SECURITY NUMBER:

All applicants **MUST** enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:

For candidates who may not have regular access to a computer or the internet, applications can be completed in computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD:

All applicants must file their application online using their **OWN** user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

**County of Los
Angeles
Information**

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)**OR**

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

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ADA Coordinator Phone	213-351-2955
Teletype Phone	800-899-4099
California Relay Services Phone	800-735-2922
Alternate TTY Phone	800-897-0077
Job Field	Administration
Job Type	Professional