



JOB OPPORTUNITY

DEPARTMENT OF VETERANS AFFAIRS

VETERAN SERVICE REPRESENTATIVE GS-7 (TARGET 9/10) SALARY - \$40,730 TO \$71,324

The Department of Veterans Affairs, Cleveland Regional Office is recruiting for Veteran Service Representatives (VSR). The VSR is an advocate for VA claimants providing information about a broad range of benefits and assisting with applications for VA benefits and services. The VSR researches and gathers requisite evidence from medical, military, community, and other sources to support benefit determinations. Candidates must possess the following skills:

1. Ability to research, comprehend, interpret, and apply written procedures, guidelines, and regulations that apply to claims activities.
2. Ability to extract and analyze relevant data and information from official records and documents, including computer system records and applications.
3. Ability to accurately perform work requiring attention to detail.
4. Ability to communicate orally with people from a variety of backgrounds.
5. Ability to determine priorities and organize work to stay within prescribed time limits.

TO QUALIFY FOR THIS POSITION YOU MUST MEET ONE OF THE FOLLOWING:

To qualify based on education, applicants must have completed one full year of graduate level education or completed a full 4-year (120 credit hours) course of study leading to a bachelor's degree from an accredited college or university and meet the superior academic achievement criteria. Superior Academic Achievement is based on a GPA of 3.0 or higher out of a possible 4.0 ("B" or better) as recorded on the official transcript.

To qualify based on specialized experience, applicants must possess one-year of specialized experience equivalent to at least the GS-5 level or equivalent in Federal service. Specialized experience is experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled.

Disabilities determined by VA to be related to your military service can lead to monthly non-taxable compensation, enrollment in the VA health care system, a 10-point hiring preference for federal employment and other important benefits. Ask your VA representative or Veterans Service Organization representative about Disability Compensation, Pension, Health Care, Caregiver Program, Career Services, Educational Assistance, Home Loan Guaranty, Insurance and/or Dependents and Survivors' Benefits.



U.S. Department
of Veterans Affairs

YOU MUST ALSO MEET THE REQUIRMENTS OF AT LEAST ONE OF THE HIRING AUTHORITIES LISTED BELOW.

Veterans' Recruitment Appointment (VRA)

Qualified candidates are in receipt of a campaign badge for service during a war or in a campaign or expedition; **OR** are a disabled Veteran, **OR** are in receipt of an Armed Forces Service Medal for participation in a military operation, **OR**, are a recently separated Veteran (within the last 3 years), **AND** separated under honorable conditions (this means an honorable or general discharge), you are VRA eligible.

Schedule A

Qualified Candidates must have a disability that substantially limits one or more major life activities. To be eligible: The person must have a severe physical, cognitive, or emotional disability; have a history of having such a disability; or be perceived as having such disability. NOTE: If you are qualifying under this hiring authority you **MUST** submit a certification letter from a State Vocational Rehabilitation Office or the Department of Veterans Affairs, or a physician's statement indicating your disability along with your application/resume package.

Interested applicants must email the following documents to the Department of Veterans Affairs, Cleveland Regional Office, Human Resources Management Division at VAVBACLE/RO/HRM@VA.GOV:

1. Resume
2. DD214
3. Un-official Transcripts (education qualification), and
4. Veterans or Schedule A disability letter

This position is located in the Veterans Benefits Administration, Cleveland Regional Office, Cleveland, Ohio. Relocation expenses are not authorized.

Applications will be accepted until May 30, 2014