



County of Santa Clara Veteran Services Supervisor

SALARY	\$50.86 - \$61.82 Hourly \$4,068.72 - \$4,945.44 Biweekly \$8,815.56 - \$10,715.12 Monthly \$105,786.72 - \$128,581.44 Annually	LOCATION	Throughout the County of Santa Clara, CA
JOB TYPE	Full-Time	JOB NUMBER	26-V1N-C
DEPARTMENT	Social Services Agency - AO	DIVISION	Veteran Services Office
OPENING DATE	09/25/2026	CLOSING DATE	10/9/2026 11:59 PM Pacific
BARGAINING UNIT	92		

Description

Under direction, to coordinate and supervise service functions of the Veteran Services Office and supervise staff who provide assistance to veterans, their dependents, and/or their surviving spouses with obtaining the benefits provided by Federal, State, and local sources.

Typical Tasks

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all duties listed.

- Interviews, hires, supervises, trains, and evaluates the work of assigned Veteran Services Representatives and other support staff;
- Onboards and provides training to newly hired Veteran Services Representatives;
- Determines training needs and researches, creates, develops, and conducts training programs;
- Develops and administers goals and timelines;
- Provides assistance to the Veteran Services Representatives regarding Veteran benefit claims;

- Provides verbal and written instructions and reference materials to staff;
- Assists Veterans, their dependents, and/or surviving spouses in obtaining Federal, State, and local benefits, establishing their rights related to filing claims for benefits;
- Confirms eligibility criteria and develops claims related to Veteran benefits, such as pensions, compensation, insurance, rehabilitation, education, hospitalization, medical care, and burial and presents evidence to prove Veteran's disabilities before the U.S. Department of Veterans Affairs (VA);
- Secures documentary evidence, such as military, medical, birth, marriage, and divorce records, affidavits, discharges, birth certificates, death certificates, certificates of naturalization, medical reports, and other types of evidence in support of applications and/or claims for Veterans and eligible clients;
- Prepares and submits appeals to relevant Federal, State, or local agencies and organizations who are processing Veterans' benefit claims, when justified, in cases where a claim is denied;
- Reviews Veteran claims and awards of related benefits;
- Provides guidance and information about military programs, including their correlation to VA benefits and programs, such as Survivor Benefit Plan, Retirement Pay, Reserve Component service and retirements, and deployment related matters (orders, pay and entitlements, and related matters);
- Conducts administrative case management, including recording all customer interactions and claims activities by preparing case file notes and by conducting electronic records management;
- Makes field call visits to homes, hospitals, and other agencies, as needed;
- Participates and assists in public outreach events, provides information about Veteran Services, and conducts Veteran Services Briefings;
- Creates, maintains, and analyzes statistical reports;
- Attends mandatory in-service trainings and conferences;
- Assists with answering phones and greeting the public, as needed;
- May be assigned as a Disaster Service Worker (DSW), as required*;
- Performs other related duties, as required.

Employment Standards

Sufficient education, training, and experience to demonstrate the ability to perform the above tasks, plus the possession and direct application of the following knowledge and abilities:

Training and Experience Note: The required knowledge and abilities are attained through the possession of a high school diploma or equivalent;

and

Three (3) years of full-time experience determining eligibility for veterans' benefits, plus one (1) year of supervisory and/or lead experience. Lead or supervisory experience may be inclusive with determining eligibility for veterans' benefits experience requirement or separate.

Special Requirements

- Possession of a United States Department of Veterans Affairs accreditation via California Department of Veterans Affairs (CDVA) exam pursuant to Title 38, Code of Federal Regulations (CFR), 14.629 at the time of appointment and maintain for the duration of employment in this classification or vacate the position.
- Successfully pass the Live Scan background check prior to appointment;
- Obtain a United States Department of Veterans Affairs automated systems access (requires a successful federal background investigation, successful national agency check, and sponsorship by the California Department of Veterans Affairs) within the first eighteen (18) months of employment and maintain for the duration of employment in this classification or vacate the position.
- Ability to travel to alternate locations in the course of work. If driving, possession of a valid California driver's license prior to appointment and the ability to qualify for and maintain a County driver authorization.
- Veterans and Veteran members of the National Association of County Veterans Service Officers (NACVSO) are preferred. Applicants claiming Veteran's preference at time of application must present copy of DD214, which demonstrates an honorable discharge.
- *As a condition of employment, pursuant to California Government Code Sections 3100-3109 and Local Ordinance, all County of Santa Clara employees are designated Disaster Service Workers (DSWs), including extra help. A DSW is required to complete all assigned DSW-related training, and in the event of an emergency, return to work as ordered.

Knowledge of:

- Federal, State, and local legislation and regulations relating to Veterans;
- Principles and techniques of supervision and training;

- The organization and procedures of the U.S. Department of Veterans Affairs and the State of California's Department of Veterans' Affairs (VA);
- Basic medical terminology and medical conditions related to VA Benefits and military service;
- Post-Traumatic Stress Disorder and other mental health disorders and how to interact and assist individuals with these disabilities;
- Community resources available to Veterans;
- Principal sources of information important in completing Veterans' claims;
- Understanding of the military service branches, military programs and protocols, military service requirements for both active duty and reserve components, and knowledge of military records, awards, and discharge documents;
- Types of benefits available to Veterans, as well as Federal, State, and local rules and regulations applicable to Veterans' rights and benefit programs;
- Claims and appeals practices and procedures;
- Interviewing techniques;
- Standard office procedures and practices;
- English usage, style, grammar, punctuation, and spelling;
- Common computer systems and applications.

Ability to:

- Prioritize, plan, organize, direct, and assign work;
- Supervise, train, evaluate, and discipline staff;
- Interpret laws, rules, and regulations, and advise clients accordingly;

- Understand the types of benefits available to Veterans, as well as Federal, State, and local rules and regulations applicable to Veterans' rights and benefit programs;
- Clearly and understandably communicate to Veterans, their dependents, and/or their surviving spouses the factors that determine eligibility for benefits and programs;
- Work in a high stress environment, potentially with unhoused and incarcerated Veterans;
- Conduct independent research about military service, benefit eligibility, medical conditions, causes of death, and their relation to Veteran benefits;
- Interview effectively;
- Multi-task on different projects simultaneously;
- Prepare or assist clients with the preparation and processing of appropriate Veterans' benefits claim forms, correspondence, and appeals;
- Work in a team environment;
- Communicate effectively, both orally and in writing, with people of diverse backgrounds and cultures;
- Establish and maintain effective working relationships with those contacted in the course of work, at all levels, including colleagues, the public, and representatives of other agencies;
- Use computer systems and applications.

Employer

County of Santa Clara

Address

70 W. Hedding Street
8th Floor, East Wing
San Jose, California, 95110

Phone

(408) 299-6816

Website

<http://www.sccjobs.org/>

Veteran Services Supervisor Supplemental Questionnaire

*QUESTION 1

Please answer the following questions. Completion of the following supplemental questions is **REQUIRED** and is an integral part of the evaluation process. Initially, it will be used to determine minimum qualifications. For those applicants meeting the employment standards, this information will be critical in the subsequent competitive assessment to identify those candidates to be invited to continue in the examination process. Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun. A response of "see resume" or "see application" will deem your application incomplete.

Include a detailed description of your work experience in the following format for EACH employer referenced, in each answer:

- a) Employer name(s)
- b) Job title(s)
- c) Start/end dates of employment
- d) Total hours worked per week
- e) Description of task(s) performed

Do you understand the requirement to provide complete answers in order to determine relevant experience for each area in question?

- ☐ Yes
- ☐ No

*QUESTION 2

What is your Santa Clara County Employee ID number? If you do not have a Santa Clara County Employee ID number, type "N/A".

*QUESTION 3

Have you been on a re-employment list with the County of Santa Clara within the last eight years?

- ☐ Yes
- ☐ No

*QUESTION 4

Please answer the following questions. Your answers should be as complete as possible; a response of "see resume" or "see application" may result in your application being rejected. Include a detailed description of your work experience in the following format for EACH employer referenced, in each answer: a) Employer name(s) b) Job title(s) c) Start/end dates of employment d) Total hours worked per week e) Description of task(s) performed Do you understand the requirement to provide complete answers in order to determine relevant experience for each area in question?

- ☐ Yes
- ☐ No

*QUESTION 5

What is the highest level of education you have completed?

- ☐ High School or GED equivalent
- ☐ College (1 to 29 semester units / 1 to 44 quarter units)
- ☐ College (30 to 59 semester units / 45 to 89 quarter units)

- ☐ College (60 to 89 semester units / 90 to 134 quarter units)
- ☐ College (90 to 119 semester units / 135 to 179 quarter units)
- ☐ College (120 or more semester units / 180 or more quarter units)
- ☐ Associate's Degree
- ☐ Bachelor's Degree
- ☐ Master's Degree
- ☐ Doctoral Degree
- ☐ None of the above

***QUESTION 6**

How many years of experience do you have determining eligibility for veterans' benefits?

- ☐ No experience
- ☐ Less than one year
- ☐ One to less than two years
- ☐ Two to less than three years
- ☐ Three to less than four years
- ☐ Four to less than five years
- ☐ Five years or more

***QUESTION 7**

Describe your experience determining eligibility for veterans' benefits. Indicate the name of your employer, job title, dates of employment, and hours worked per week. If no experience, type N/A.

***QUESTION 8**

How many years of supervisory and/or lead experience do you have?

- ☐ No experience
- ☐ Less than one year
- ☐ One to less than two years
- ☐ Two to less than three years
- ☐ Three to less than four years
- ☐ Four to less than five years
- ☐ Five years or more

***QUESTION 9**

Describe your supervisory and/or lead experience. Indicate the name of your employer, job title, dates of employment, and hours worked per week. If no experience, type N/A.

***QUESTION 10**

Do you have possession of a United States Department of Veterans Affairs accreditation via California Department of Veterans Affairs (CDVA) exam pursuant to Title 38, Code of Federal Regulations (CFR), 14.629?

- ☐ Yes
- ☐ No

***QUESTION 11**

Incumbents must obtain United States Department of Veterans Affairs automated systems access (requires a successful federal background investigation, successful national agency check, and sponsorship by the California Department of Veterans Affairs) within the first eighteen (18) months of employment and maintain for the duration of employment in this classification or vacate the position. I understand that I must successfully obtain the automated systems access within the first eighteen (18) months of employment or vacate the position.

☐ Yes

☐ No

*** Required Question**