



Class Title: Training Officer 2
Compensation: \$3,533 monthly

MINIMUM QUALIFICATIONS:

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to two years of full-time professional work in one or a combination of the following: academic teaching, educational administration; development of instructional materials for academic programs; or training.

Substitution of Education for Experience: Additional graduate course work in one or a combination of the following may be substituted for the required experience on a year-for-year basis, to a maximum of two years: (1) Human Resources Management; (2) Industrial/Organizational Psychology; or (3) any field related to the design or evaluation of curriculum and related instructional processes, including, but not limited to Curriculum and Instruction, or Educational/Instructional Media Design, Educational Evaluation, Research, and Statistics.

Substitution of Experience for Education: Any teaching or training experience, or any remaining professional experience may be substituted for the required education, on a year-for-year basis, to a maximum of four years.

Necessary Special Qualifications:

Applicants for this class:

1. Must have a valid driver's license
2. Must be accredited by the U.S. Department of Veterans Affairs within 3 months of employment.

JOB OVERVIEW:

Summary: This position serves as a direct supervisor to the Training Officer-1 position, develops and delivers curriculum for introductory and ongoing quarterly and annual training to department employees and County Service Officers in claims assistance, educational benefits, Code of Federal Regulations (CFR) and state law as it pertains to Veteran benefits and specialized programs used to file claims and access federal VA resources. This position also develops customer service, Title 6, leadership, and other employee professional development training. Incumbents in this class must also be accredited to file claims for United States Department of Veterans Affairs benefits.

This position has been selected as an Alternate Workspace Solution (AWS) position, but will also have a work station on the 13th floor of the Tennessee Tower at 312 Rosa L. Parks Ave., Nashville.

Distinguishing Features: Incumbents in this class serve as an advisor to the department executive staff as it pertains to improved training techniques, resources and delivery mechanisms. Travel is required for 3 to 4 regional quarterly training sessions and to attend ongoing professional development training.

Examination Method: For Executive Service positions, Minimum Qualifications, Necessary Special Qualifications, and Examination Method are determined by the appointing authority.

WORK ACTIVITIES:

Evaluating Information to Determine Compliance with Standards:

1. Ability to read and interpret appropriate laws within 38 C.F.R. and T.C.A.

Organizing, Planning, and Prioritizing Work:

1. Organizes and prioritizes personal workload and the workloads using calendars, spreadsheets, and other instruments to ensure timely and accurate completion of work.
2. Incorporates unscheduled tasks into current workload as needed, e.g. priorities, inquiries, etc.

Updating and Using Relevant Knowledge:

1. Obtain and maintain USDVA Accreditation in accordance with 38 C.F.R. and Tennessee Department of Veterans Services Accreditation Procedure.
2. Attend designated proficiency training and successfully pass a prescribed annual Veterans Service Officer certification/proficiency exam; achieving a minimal score of 70%.
3. Attend leadership/agency courses as directed.

Interacting with Computers:

1. Effectively uses Microsoft Office software and VetraSpec Claims Management System to capture, process, and distribute information.
2. Develops spreadsheets and presentations as needed for informational purposes.
3. Obtain and maintain web-based access to U.S. Department of Veterans Affairs systems, including MAP-D, Virtual VA, Shares, VBMS, VACOLS and also the U.S. Department of Defense system, DPRIS.

Communicating with Supervisors, Peers, Subordinates, and Internal/External Customers:

1. Provide regular verbal and written updates to supervisor on the status of projects and other assigned work.
2. Effectively communicate with external partners/customers to ensure questions are directed to the appropriate individual.
3. Effectively communicate with peers to ensure operations within the Claims Division run effectively and efficiently as possible.
4. Provides technical advice both verbally, and in writing to TDVS staff on a broad range of appealable issues to include beneficiary eligibility and timely filing.

Establishing and Maintaining Interpersonal Relationships:

1. Maintain open dialogue with County Veterans Service Officers and Veterans Resource Coordinators to ensure smooth and effective communications.

Resolving Conflicts and Negotiating with Others:

1. Handles complaints expeditiously through the supervisor.
2. Resolves conflicts internally with minimal supervisory input to ensure timely and efficient performance.

Performing for or Working directly with the Public:

1. Promotes customer service to maintain positive customer relationships, enhance customer experience, and to resolve customer issues.
2. Addresses customer needs effectively and efficiently resulting in services being delivered timely.

TOOLS AND EQUIPMENT USED

- Personal Computer
- Printer
- Telephone
- Fax Machine
- Copy Machines
- Digital Signature Pad
- Motor Vehicle

COMPETENCIES (KSACs)

Knowledge:

1. Customer & Personal Service
2. Education and Training
3. Law and Government

Skills:

1. Service Orientation
2. Social Perceptiveness
3. Active listening and learning
4. Learning Strategies
5. Complex Problem Solving
6. Critical Thinking
7. Persuasion
8. Time Management

Abilities:

1. Inductive and Deductive Reasoning
2. Oral and Written Comprehension
3. Oral and Written Expression
4. Problem Sensitivity
5. Originality
6. Time Sharing
7. Number Facility

Send resume's to:

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