



Tennessee Department of Veterans Services

Class Title: Appeals Specialist 1

Salary: \$3205.00 Monthly

Location: Tennessee Department of Veterans Services

Appeals Division

Estes Kefauver Federal Building

110 9th Avenue South, Room C-166

Nashville, Tennessee

Summary:

Under the general direction of the Appeals Specialist 2 of the Tennessee Department of Veterans Services, the Appeals Specialist 1 is responsible for assisting claimants in the preparation, presentation and prosecution of claims for U.S. Department of Veterans Affairs' benefits. Specifically, the Appeals Specialist 1 performs specialized work of complex difficulty in the review of claim submissions and appeals following a denial of U.S. Department of Veterans Affairs benefits. Performance of these duties requires frequent interaction with veterans, dependents and survivors as well as U.S. Department of Veterans Affairs' employees. Professional staff administrative work in support of the Appeals Division's operations and performance of related work is also required.

Principal Duties and Responsibilities:

1. Research and maintain familiarity with eligibility for federal and state benefits available for veterans, dependents and survivors and maintain a working knowledge of Title 38 of the Code of Federal Regulations, Title 38 of the United States Code and the U.S. Department of Veterans Affairs' Adjudication Procedures Manual (M21-1).
2. Conduct quality review of claims for benefits and appeals filed by Tennessee Department of Veterans Services employees and County Veterans Service Officers to ensure completeness and accuracy.
3. Represent claimants at both informal and formal hearings before the U.S. Department of Veterans Affairs in benefit related matters.
4. Review complex medical records, counsel claimants, using considerable judgement, on eligibility for federal and state benefits, and offer counsel on the course of action most advantageous to the claimant in seeking benefits.
5. Utilize a variety of computer and web-based tools including but not limited to Microsoft Office programs, the VetraSpec Claims Management System and U.S. Department of Veterans Affairs systems, including Modern Award Processing-Development (MAP-D), Virtual VA, Share, Veterans Benefits Management System (VBMS) and Veterans Appeals



Control and Locator System (VACOLS) in order to effectively and efficiently perform job duties and responsibilities.

Minimum Qualifications:

Education and Experience: Graduation from an accredited four-year college or university with a Bachelor's degree or military pay grade of an E-7 honorably discharged. Minimum of two years professional veterans claims experience.

Necessary Special Qualifications: Applicants must:

1. Be a citizen of the United States.
2. Must be able to obtain and maintain a Personal Identify Verification Card (PIV) issued by the U.S. Department of Veterans Affairs, which requires the successful recording of a Special Agreement Check (SAC or 10 fingerprint check) and National Agency Check with Written Inquiries (NACI) or higher background investigation with U.S. Office of Personnel Management.
3. Possess a valid motor vehicle operator's license at the time of appointment.
4. Must be accredited by the U.S. Department of Veterans Affairs within 6 months of employment.

Examination Method: This is an Executive Service position and the examination is determined by the Department Commissioner.

Interested candidates should submit a resume and cover letter in PDF format by email to:

Kritzie.Bohorquez@tn.gov.

Please use the above email as a point of contact if you have additional questions regarding the position. The position will remain posted until September 23, 2016.

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615-695-6385