

State of Illinois  
Department of Central Management Services  
Bureau of Personnel  
Springfield, Illinois 62706

**Supplementary Examination Announcement**

**VETERANS SERVICE OFFICER - 47800**

Monthly Salary Range: \$3647 - \$5342

Regular Test - No Option

Option SS - Spanish Speaking

General Duties: A Veterans Service Officer is responsible for either managing or co-managing a field office involved in preparing and presenting benefit claims for military personnel, veterans, their dependents and/or survivors or as an itinerant officer in field offices. The employee consults and corresponds with clientele and the community on an ongoing basis relative to law changes, amendments and deletions which may affect eligibility or the policy of any number of given veterans programs. This individual in this position also interviews and advises clientele, and researches applicant military, social, educational, vocational and medical histories to gather information to develop and support benefit claims. The employee is responsible for preparation of informational bulletins for release to the news media and the general public and works to develop and maintain liaison with state, federal and community organizations involved in veterans' affairs.

Minimum Training & Experience: Requires knowledge, skill and mental development equivalent to the completion of two years college with an emphasis in business administration or public administration **and** one year of experience in sales, public relations, welfare work or other work involving extensive public contact.

The applicant must also possess an honorable discharge from service in the Armed Forces of the United States **and** must have served during a time of hostilities with a foreign country meeting one or more of the following conditions:

- 1) The veteran must have served a total of at least 6 months.
- 2) The veteran served for the duration of hostilities regardless of the length of engagement.
- 3) The veteran was discharged on the basis of hardship.
- 4) The veteran was released from active duty because of a service connected disability and was discharged under honorable conditions.

**Note:** It is **critical** that **each change in rank and title** in your military experience is detailed on either your online application or on the CMS-100 application that you submit. "Lumped" military experience will **not** be credited!

"Time of hostilities with a foreign country" is defined as any period of time in the past, present, or future during which a declaration of war by the United States Congress has been or is in effect or during which an emergency condition has been or is in effect that is recognized by the issuance of a Presidential proclamation or a Presidential executive order and in which the armed forces expeditionary medal or other campaign service medals are awarded according to Presidential executive order.

Dates of Hostilities:

World War I -- April 6, 1917 - November 11, 1918  
World War II -- December 7, 1941 - December 31, 1946  
Korean -- June 27, 1950 - January 31, 1955  
Vietnam -- February 28, 1961 - May 7, 1975  
Lebanon -- June 6, 1983 - December 1, 1987  
Grenada -- October 23, 1983 - November 21, 1983  
Panama -- December 20, 1989 - January 31, 1990  
Persian Gulf -- August 2, 1990 - November 30, 1995  
War on Terrorism -- September 11, 2001 -- Present

(Continued on reverse side)

-----AN EQUAL OPPORTUNITY EMPLOYER-----

Tests and weights: Training and experience 100%.

Length of eligibility period: One year.

Option SS- Spanish Speaking: At the time of the job interview, the eligible will be required to exhibit the ability to understand and speak Spanish and English fluently. Failure to exhibit this ability will result in disqualification for this option.

Counties in which positions are established: Adams, Champaign, Christian, Coles, Cook (SS), DuPage, Effingham, Franklin, Jackson, Jefferson, Kane, Kankakee, Knox, Lake, LaSalle, Lawrence, Livingston, Macon, Macoupin, Madison, Marion, McDonough, McHenry, McLean, Morgan, Peoria, Rock Island, St. Clair, Saline, Sangamon, Stephenson, Vermilion, Whiteside, Will, Williamson, Winnebago.

(SS) Indicates Spanish Speaking Option is also established in that county.

Counties listed include all counties in which positions have been established, and does not represent immediate openings. This listing is based on information currently available and is subject to change.

-----YOU NEED NOT APPEAR AT A TEST CENTER FOR THIS EXAMINATION-----

Apply by sending a completed application (CMS 100) to the Department of Central Management Services, Bureau of Personnel, Room 500, Stratton Office Building, Springfield, IL 62706. Log on to the CMS website at <http://work.illinois.gov> for more information. Your training and experience will be evaluated from the information provided on your application.

Moved to Grp A 4/1/10, (RC-028-14B) Salary 4-1-16, Counties updated 7-24-15,  
Military experience note 6/8/10, Option SS added 6-6-14;County update 8/16/17