Veterans Service Representative Positions, GS-996

Veterans Benefits Administration
US Department of Veterans Affairs

A career with the Veterans Benefits Administration will provide you with meaningful and challenging assignments right away, and an opportunity to have real impact in the delivery of services to veterans.

As a Veterans Service Representative you can quickly make important contributions. Combine this with a highly competitive salary, excellent benefits, a leading edge work environment, nationwide locations, and unrivaled training opportunities and you have the makings of a great career start.

Challenging Assignments
As a Veterans Service Representative you will be a decision-maker, playing a pivotal role in fulfilling America’s commitment to those who have stood in harm’s way to defend the freedoms we cherish. Your decision-making responsibilities will involve learning and applying laws that provide the most comprehensive package of benefits and services to veterans and their survivors in the world. Those decisions directly translate to a claimant’s access to disability payments, education, and vocational rehabilitation opportunities. In addition, your decisions impact on the health care and financial assistance for surviving spouses and children. You will be joining a workforce striving to work accurately, compassionately, and thoroughly to help veterans receive the benefits they are entitled to and deserving of.

Quality of Work Life
At the VBA, we realize that you have a life beyond your job. So we have instituted a number of progressive policies for our employees, including flexible work hours, liberal vacation and sick leave policies and paid holidays.

Compensation
Entry-level Veterans Service Representatives will generally begin at a salary at the GS-5 level, $31,628 per year or at the GS-7 level, $39,179 per year. After three years, your projected annual salary is likely to be in the $52,775 to $68,608 range. These salaries are based on a normal 40-hour workweek; any overtime required is compensated. Promotions and salary increases typically occur on an annual basis, so you can rapidly advance in both salary and responsibility.

Benefits
The VBA also offers an outstanding benefits package that includes paid vacation and sick days, substantial health benefits, life insurance, and retirement plan. There are 10 paid Federal holidays and you immediately begin to accrue paid vacation and sick leave. Depending on your length of service, you earn 13 to 26 days of paid annual vacation per year and 13 sick days per year. The government’s three-tiered retirement plan (Social Security, including Medicare; a Basic Benefit Plan; and a Thrift Savings Plan, similar to 401(K) plans in the private sector) offers excellent benefits financed through payroll deductions and employer’s contributions. The Thrift Savings Plan is a tax-deferred retirement savings and investment system in which the Government makes a basic contribution to your account and partially matches your contributions (up to 5%).

Training
The VBA recognizes the importance of a personal and organizational commitment to continuous learning and the benefit it provides to both veteran clients and you as an employee. We will provide a comprehensive training and development program that will begin the day you start your career and continue throughout your service with us.
The Waco VA Regional Office is located in Central Texas approximately 100 miles south of Dallas. The Waco Regional Office jurisdiction covers 164 counties extending from El Paso to Texarkana and Dalhart to Austin. The Waco office serves a veteran population of approximately 900,000 with annual benefits payments totaling 1 billion dollars.

The Waco Regional Office supports a full range of VA benefits programs, including compensation, pension, and vocational rehabilitation and employment. The regional office provides veterans assistance support at VA medical centers in Amarillo, Big Spring, Dallas, Temple, and Waco.

Veterans assistance and vocational rehabilitation services are provided at satellite offices in Tyler and Fort Hood; the Dallas VA Office; VA outpatient clinics in Austin, Fort Worth, and Lubbock; and the VA Health Care System in El Paso.

The major benefit program administered by the Waco Regional Office includes:

**Compensation** benefits are paid to veterans for the loss of earning capacity caused by disease or injury incurred, or aggravated, during military service.