

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LEM010	Mgr, Legal Prgm Svcs	SWD	M
Min Salary \$56,310.72	Mid Salary \$73,677.24		Max Salary \$91,043.76
Job Summary Manages the activities of a division that will administer, interpret, and formulates programmatic policy. Develops and implements program policies and procedures. Directs subordinate supervisors and staff.	Entry Qualifications Bachelor's degree in an appropriate major from an accredited college or university and two (2) years of job-related managerial or supervisory experience in the area of assignment.		
LEM011	Sr Mgr, Legal Prgm Svcs	SWD	N
Min Salary \$62,331.12	Mid Salary \$81,955.29		Max Salary \$101,579.45
Job Summary Directs the activities of a division that will administer, interpret, and formulates programmatic policy. Develops and implements program policies and procedures. Directs subordinate managers and staff.	Entry Qualifications Bachelor's degree in an appropriate major from an accredited college or university and which includes four (4) years in a managerial or supervisory role in area of assignment; or one (1) year of experience required at the lower level Mgr, Legal Prgm Svcs (LEM010) or position equivalent.		
LEM012	Dir, Legal Prgm Svcs	SWD	O
Min Salary \$69,134.16	Mid Salary \$91,309.47		Max Salary \$113,484.78
Job Summary Oversees the activities of a division that will administer, interpret, and formulates programmatic policy. Develops and implements program policies and procedures. Provides leadership to subordinate managers and staff.	Entry Qualifications Bachelor's degree in an appropriate major from an accredited college or university and which includes six (6) years in a managerial role in area of assignment; or two (2) years of experience required at the lower level Mgr, Legal Prgm Svcs (LEM011) or position equivalent.		
LEM020	Mgr, Legal Svcs	SWD	N
Min Salary \$62,331.12	Mid Salary \$81,955.29		Max Salary \$101,579.45
Job Summary Manages the work of staff providing a variety of legal services. Requires expertise in laws, regulations, decisions and case law. Directs subordinate supervisors and staff.	Entry Qualifications Juris Doctorate from an accredited college or university and licensed to practice law in Georgia, and two (2) years in a managerial or supervisory role in job-related legal experience.		

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Job Code	Job Title	Salary Plan	Grade
LEM021	Sr Mgr, Legal Svcs	SWD	O
Min Salary \$69,134.16	Mid Salary \$91,309.47	Max Salary \$113,484.78	
Job Summary Directs the work of staff providing a variety of legal services. Requires expertise in laws, regulations, decisions and case law. Directs subordinate managers and staff.	Entry Qualifications Juris Doctorate from an accredited college or university and licensed to practice law in Georgia, and which includes three (3) years in a managerial role in job-related legal experience.		
LEM022	Asst Dir, Legal Svcs	SWD	P
Min Salary \$76,821.60	Mid Salary \$101,879.70	Max Salary \$126,937.80	
Job Summary Plans and assists with the work of staff providing a variety of legal services. Requires expertise in laws, regulations, decisions and case law. Provides leadership to subordinate managers and staff.	Entry Qualifications Juris Doctorate from an accredited college or university and licensed to practice law in Georgia, and which includes four (4) years in a managerial role in job-related legal experience.		
LEM023	Dir, Legal Svcs	SWD	Q
Min Salary \$85,508.41	Mid Salary \$113,824.07	Max Salary \$142,139.72	
Job Summary Oversees the work of staff providing a variety of legal services. Requires expertise in laws, regulations, decisions and case law. Directs and provides leadership to subordinate managers and staff.	Entry Qualifications Juris Doctorate from an accredited college or university and licensed to practice law in Georgia, and which includes eight (8) years in a managerial role in job-related legal experience.		
LEM030	Administrative Law Judge	SWD	Q
Min Salary \$85,508.41	Mid Salary \$113,824.07	Max Salary \$142,139.72	
Job Summary Manages and conducts administrative hearings and adjudicates cases involving issues arising under state and federal laws and rules and regulations of state agencies.	Entry Qualifications Juris Doctorate from an accredited college or university and licensed to practice law in Georgia and practicing for seven (7) years and a member of good standing with the State Bar Association of Georgia.		

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Job Code	Job Title	Salary Plan	Grade
LEM031	Dep Div Dir, Admin Law Judge	SWD	R
Min Salary \$95,324.50	Mid Salary \$127,321.19		Max Salary \$159,317.88
Job Summary Plans, assists with, and conducts administrative hearings and adjudicates cases involving issues arising under state and federal laws and rules and regulations of state agencies.	Entry Qualifications Juris Doctorate from an accredited college or university and licensed to practice law in Georgia and practicing for seven (7) years and a member of good standing with the State Bar Association of Georgia and previous experience as an Administrative Law Judge.		

Job Code	Job Title	Salary Plan	Grade
LEM032	Div Dir, Admin Law Judge	SWD	S
Min Salary \$106,416.69	Mid Salary \$142,572.95		Max Salary \$178,729.21
Job Summary Oversees and conducts administrative hearings and adjudicates cases involving issues arising under state and federal laws and rules and regulations of state agencies. Directs subordinate managers and staff.	Entry Qualifications Juris Doctorate from an accredited college or university and licensed to practice law in Georgia and practicing for seven (7) years and a member of good standing with the State Bar Association of Georgia and previous experience as an Administrative Law Judge Division Director or Assistant Chief.		

Job Code	Job Title	Salary Plan	Grade
LEP010	Adjudicator 1	SWD	H
Min Salary \$35,618.70	Mid Salary \$46,245.72		Max Salary \$56,872.73
Job Summary Under supervision, assists in conducting hearings to decide or recommend decisions on claims or appeals concerning government programs or other government-related matters and prepares decisions.	Entry Qualifications High school diploma/GED and three (3) years of experience in interpreting and applying laws regarding program eligibility.		

Job Code	Job Title	Salary Plan	Grade
LEP011	Adjudicator 2	SWD	I
Min Salary \$38,452.58	Mid Salary \$50,142.29		Max Salary \$61,832.00
Job Summary Under general supervision, conducts hearings to decide or recommend decisions on claims or appeals concerning government programs or other government-related matters and prepares decisions.	Entry Qualifications High school diploma/GED and four (4) years of experience in interpreting and applying laws regarding program eligibility; or two (2) years of experience required at the lower level Adjudicator 1 (LEP010) or position equivalent.		

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Job Code	Job Title	Salary Plan	Grade
LEP012	Adjudicator 3	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
Job Summary Under broad supervision, conducts hearings to decide or recommend decisions on claims or appeals concerning government programs or other government-related matters and prepares decisions. May serve as lead worker.	Entry Qualifications High school diploma/GED and five (5) years of professional experience in interpreting and applying laws regarding program eligibility; or two (2) years of experience required at the lower level Adjudicator 2 (LEP011) or position equivalent.		
LEP013	Adjudicator Spv	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55		Max Salary \$81,720.15
Job Summary Supervises, guides, and/or instructs the work assignments of subordinate staff. Oversees personnel conducting hearings to decide or recommend decisions on claims or appeals concerning government programs or other government-related matters. Manages and directs on-going case reviews.	Entry Qualifications High school diploma/GED and six (6) years of professional experience in interpreting and applying laws regarding program eligibility; or two (2) years of experience required at the lower level Adjudicator 3 (LEP012) or position equivalent.		
LEP020	Attorney 1	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
Job Summary Under supervision, provides analysis and/or recommendations on legal issues within the scope and authority of the agency. Acts as a liaison or representative between the agency and Department of Law.	Entry Qualifications Juris Doctorate from an accredited college or university and license to practice law in the State of Georgia or eligibility to sit for the next Georgia Bar examination followed by Georgia Bar exam passage and licensure to practice law in the State of Georgia within one (1) year of hiring or reciprocity (must obtain Law License).Note: Some positions may not allow the eligibility clause		

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Job Code	Job Title	Salary Plan	Grade
LEP021	Attorney 2	SWD	L
Min Salary \$50,982.94		Mid Salary \$66,351.55	Max Salary \$81,720.15
Job Summary Under general supervision, provides analysis and/or recommendations on legal issues within the scope and authority of the agency. Acts as a liaison or representative between the agency and Department of Law.		Entry Qualifications Juris Doctorate from an accredited college or university and license to practice law in the State of Georgia or eligibility to sit for the next Georgia Bar examination followed by Georgia Bar exam passage and licensure to practice law in the State of Georgia within one (1) year of hiring or reciprocity and one (1) year of relevant legal experience; or one (1) year of experience required at the lower-level Attorney 1 (LEP020).	

Job Code	Job Title	Salary Plan	Grade
LEP022	Attorney 3	SWD	M
Min Salary \$56,310.72		Mid Salary \$73,677.24	Max Salary \$91,043.76
Job Summary Under broad supervision, provides analysis and/or recommendations on legal issues within the scope and authority of the agency. Acts as a liaison or representative between the agency and Department of Law.		Entry Qualifications Juris Doctorate from an accredited college or university and license to practice law in the State of Georgia or eligibility to sit for the next Georgia Bar examination followed by Georgia Bar exam passage and licensure to practice law in the State of Georgia within one (1) year of hiring or reciprocity and two (2) years of relevant legal - experience; or two (2) years of experience required at the lower-level Attorney 2 (LEP021).	

Job Code	Job Title	Salary Plan	Grade
LEP023	Attorney 4	SWD	N
Min Salary \$62,331.12		Mid Salary \$81,955.29	Max Salary \$101,579.45
Job Summary Under limited supervision, oversees the provision of analysis and/or recommendations on legal issues within the scope and authority of the agency. Handles complex issues. May act as a lead worker and/or supervise support staff.		Entry Qualifications Juris Doctorate in a related area from an accredited college or university and license to practice law in the State of Georgia or eligibility to sit for the next Georgia Bar examination followed by Georgia Bar exam passage and licensure to practice law in the State of Georgia within one (1) year of hiring or reciprocity and three (3) years of relevant legal experience; or three (3) years of experience required at the lower-level Attorney 3 (LEP022).	

Job Code Catalog: Legal

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Job Code	Job Title	Salary Plan	Grade
LEP030	Contracts Administrator 1	SWD	I
Min Salary \$38,452.58	Mid Salary \$50,142.29		Max Salary \$61,832.00
Job Summary Under supervision, develops, processes, approves, and oversees legal contracts and compliance within the guidelines. Monitors performance of assigned contracts.		Entry Qualifications High school diploma/GED and four (4) years of contracting job-related experience. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.	
Job Code	Job Title	Salary Plan	Grade
LEP031	Contracts Administrator 2	SWD	J
Min Salary \$41,569.83	Mid Salary \$54,428.52		Max Salary \$67,287.20
Job Summary Under general supervision, develops, processes, approves, and oversees legal contracts and compliance within the guidelines. Monitors performance of assigned contracts.		Entry Qualifications High school diploma/GED and five (5) years of contracting job-related experience; or one (1) year of experience required at the lower level Contracts Administrator 1 (LEP030) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.	
Job Code	Job Title	Salary Plan	Grade
LEP032	Contracts Administrator 3	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
Job Summary Under broad supervision, develops, processes, approves, and oversees legal contracts and compliance within the guidelines. Monitors performance of assigned contracts.		Entry Qualifications High school diploma/GED and six (6) years of contracting job-related experience; or two (2) years of experience required at the lower level Contracts Administrator 2 (LEP031) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.	

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Job Code	Job Title	Salary Plan	Grade
LEP033	Contracts Administrator Spv	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55		Max Salary \$81,720.15
Job Summary Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the development, process, and approval of legal contracts and compliance within federal and state laws, rules and regulations, and departmental guidelines.	Entry Qualifications High school diploma/GED and seven (7) years of contracting job-related experience, which includes two (2) years in a lead worker, team lead, or supervisory role; or three (3) years of experience required at the lower level Contracts Administrator 3 (LEP032) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

Job Code	Job Title	Salary Plan	Grade
LEP040	Legal Analysis Spec 1	SWD	J
Min Salary \$41,569.83	Mid Salary \$54,428.52		Max Salary \$67,287.20
Job Summary Under supervision, provides legal analysis services for a program, division, or department. May act as a liaison to the legal division.	Entry Qualifications High school diploma/GED and completion of 90 quarter hours or 60 semester hours in criminal justice or a related field and three (3) years of experience in the related area. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

Job Code	Job Title	Salary Plan	Grade
LEP041	Legal Analysis Spec 2	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
Job Summary Under general supervision, provides legal analysis services for a program, division, or department. May act as a liaison to the legal division.	Entry Qualifications High school diploma/GED and completion of 90 quarter hours or 60 semester hours in criminal justice or a related field and four (4) years of experience in the related area; or one (1) year of experience required at the lower level Legal Analysis Spec 1 (LEP040) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

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Job Code	Job Title	Salary Plan	Grade
LEP042	Legal Analysis Spec 3	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55		Max Salary \$81,720.15
Job Summary Under broad supervision, provides legal analysis services for a program, division, or department. May act as a liaison to the legal division. Assists with complex situations. May serve as lead worker.	Entry Qualifications High school diploma/GED and completion of 90 quarter hours or 60 semester hours in criminal justice or a related field and six (6) years of experience in the related area; or two (2) years of experience required at the lower level Legal Analysis Spec 2 (LEP041) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

Job Code	Job Title	Salary Plan	Grade
LEP043	Legal Analysis Spec Spv	SWD	M
Min Salary \$56,310.72	Mid Salary \$73,677.24		Max Salary \$91,043.76
Job Summary Supervises, guides, and/or instructs the work assignments of subordinate staff. Directs personnel providing legal analysis services and representation for programs and/or services.	Entry Qualifications High school diploma/GED and completion of 90 quarter hours or 60 semester hours in criminal justice or a related field and six (6) years of experience in the related area, which includes two (2) years in a lead worker, team lead, or supervisory role; or two (2) years of experience required at the lower level Legal Analysis Spec 3 (LEP042) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LEP044	Program Manager (OGC)	SWD	N

Min Salary
\$62,331.12

Mid Salary
\$81,955.29

Max Salary
\$101,579.45

Job Summary

Supervises, guides, and instructs the work assignments of subordinate staff within the Office of the General Counsel. Establishes operating procedures, practices, and guidelines and communicates them with program or department personnel. Establishes, monitors, and controls project schedules. Plans, organizes, and manages work of staff. Plans and manages business development and project management activities for a program or unit within the Office of the General Counsel.

Entry Qualifications

High school diploma/GED and seven (7) years of related professional experience which includes three (3) years in a managerial or supervisory role; or three (3) years as Legal Analysis Specialist Spv (LEP043) or position equivalent. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LEP060	Vets Claims & Appeals Ofc 1	SWD	J

Min Salary
\$41,569.83

Mid Salary
\$54,428.52

Max Salary
\$67,287.20

Job Summary

Under supervision, the Veterans Claims and Appeals Officer 1 represents veterans, dependents, and survivors during the VA benefits appeals process. This specialized position advocates for claimants whose initial applications for VA benefits have been denied or under-awarded, ensuring that every appellant receives a fair and thorough review. The role requires expert knowledge of VA law and regulations, appellate procedures, and familiarity with medical evidence, military service records, and case law impacting veteran's claims. The Veteran Claims and Appeals Officer1 is responsible for managing and presenting appeals at various stages of the U.S. Department of Veterans Affairs adjudication process, including reviews by the Veterans Benefits Administration (VBA), Board of Veterans Appeals (BVA), and potentially higher-level courts or administrative panels. Duties include reviewing denied claims, analyzing case files, gathering and interpreting supporting documentation (e.g., service records, medical evidence), and preparing legal arguments to support the veteran's position. The officer will draft formal written briefs, represent clients during virtual and in-person hearings, and provide guidance on the appeals timeline and procedural requirements. This role also involves staying current on changes to VA laws, Title 38 of the U.S. Code, relevant precedent decisions, and emerging issues in veteran's law. The Appeals Officer will collaborate closely with attorneys, medical professionals, and federal and state agency representatives to develop compelling appeals on behalf of clients. Outreach and training support may also be provided to other Veteran Service Officers and the general public regarding appeals rights and best practices. In addition to appeals work, the officer is responsible for case management using the Unite Us system, ensuring veterans receive timely and appropriate referrals for supportive services such as housing, mental health care, employment assistance, and other community-based resources. Accurate and confidential documentation of case progress and outcomes within the Unite Us platform is required to support holistic veteran care and interagency coordination.

Entry Qualifications

Bachelor's degree from an accredited college or university and two (2) years of professional job-related experience. Military veteran status or extensive professional experience working with military or veteran populations. Knowledge of VA regulations and benefits processes. Strong understanding of medical conditions related to military service. Ability and the patience to read, review, analyze and research a veterans entire file combined with critical thinking and problem solving. Requires the collaboration with various agencies and individuals (VA partners and other VSO organizations, etc.) regarding the proper interpretation and application of the 38 CFR. The appeals position requires the individual to learn and adhere to proper Board practices and professional procedures. Excellent organizational and interpersonal communication skills. Proficiency in Microsoft Office and electronic case management systems. Ability to work independently and manage a caseload effectively.

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LEP061	Vets Claims & Appeals Ofc 2	SWD	K

Min Salary
\$44,998.81

Mid Salary
\$59,143.37

Max Salary
\$73,287.92

Job Summary

Under supervision, the Veterans Claims and Appeals Officer 2 represents veterans, dependents, and survivors during the VA benefits appeals process. This specialized position advocates for claimants whose initial applications for VA benefits have been denied or under-awarded, ensuring that every appellant receives a fair and thorough review. The role requires expert knowledge of VA law and regulations, appellate procedures, and familiarity with medical evidence, military service records, and case law impacting veteran's claims. The Veteran Claims and Appeals Officer 2 is responsible for managing and presenting appeals at various stages of the U.S. Department of Veterans Affairs adjudication process, including reviews by the Veterans Benefits Administration (VBA), Board of Veterans' Appeals (BVA), and potentially higher-level courts or administrative panels. Duties include reviewing denied claims, analyzing case files, gathering and interpreting supporting documentation (e.g., service records, medical evidence), and preparing legal arguments to support the veteran's position. The officer will draft formal written briefs, represent clients during virtual and in-person hearings, and provide guidance on the appeals timeline and procedural requirements. This role also involves staying current on changes to VA laws, Title 38 of the U.S. Code, relevant precedent decisions, and emerging issues in veteran's law. The Appeals Officer will collaborate closely with attorneys, medical professionals, and federal and state agency representatives to develop compelling appeals on behalf of clients. Outreach and training support may also be provided to other Veteran Service Officers and the general public regarding appeals rights and best practices. In addition to appeals work, the officer is responsible for case management using the Unite Us system, ensuring veterans receive timely and appropriate referrals for supportive services such as housing, mental health care, employment assistance, and other community-based resources. Accurate and confidential documentation of case progress and outcomes within the Unite Us platform is required to support holistic veteran care and interagency coordination.

Entry Qualifications

Bachelor's degree from an accredited college or university and two (2) years of professional job-related experience. Military veteran status or extensive professional experience working with military or veteran populations. Knowledge of VA regulations and benefits processes. Strong understanding of medical conditions related to military service. Ability and the patience to read, review, analyze and research a veterans entire file combined with critical thinking and problem solving. Requires the collaboration with various agencies and individuals (VA partners and other VSO organizations, etc.) regarding the proper interpretation and application of the 38 CFR. The appeals position requires the individual to learn and adhere to proper Board practices and professional procedures. Excellent organizational and interpersonal communication skills. Proficiency in Microsoft Office and electronic case management systems. Ability to work independently and manage a caseload effectively.

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LEP062	Vets Sr Claims & Appeals Ofc	SWD	L

Min Salary
\$50,982.94

Mid Salary
\$66,351.55

Max Salary
\$81,720.15

Job Summary

Under minimal supervision, the Sr Veterans Claims and Appeals Officer represents veterans, dependents, and survivors during the VA benefits appeals process. This position is considered the deputy to the Claims & appeals office supervisor who oversees all work for this department. The Sr Veterans Claims and Appeals Officer is a specialized position which advocates for claimants whose initial applications for VA benefits have been denied or under-awarded, ensuring that every appellant receives a fair and thorough review. The role requires expert knowledge of VA law and regulations, appellate procedures, and familiarity with medical evidence, military service records, and case law impacting veteran's claims. Sr Veterans Claims and Appeals Officer is responsible for managing and presenting appeals at various stages of the U.S. Department of Veterans Affairs adjudication process, including reviews by the Veterans Benefits Administration (VBA), Board of Veterans' Appeals (BVA), and potentially higher-level courts or administrative panels. Duties include reviewing denied claims, analyzing case files, gathering and interpreting supporting documentation (e.g., service records, medical evidence), and preparing legal arguments to support the veteran's position. The officer will draft formal written briefs, represent clients during virtual and in-person hearings, and provide guidance on the appeals timeline and procedural requirements. This role also involves staying current on changes to VA laws, Title 38 of the U.S. Code, relevant precedent decisions, and emerging issues in veteran's law. The Appeals Officer will collaborate closely with attorneys, medical professionals, and federal and state agency representatives to develop compelling appeals on behalf of clients. Outreach and training support may also be provided to other Veteran Service Officers and the general public regarding appeals rights and best practices.

Entry Qualifications

Bachelor's degree from an accredited college or university and two (2) years of professional job-related experience. Military veteran status or extensive professional experience working with military or veteran populations. Knowledge of VA regulations and benefits processes. Strong understanding of medical conditions related to military service. Ability and the patience to read, review, analyze and research a veterans entire file combined with critical thinking and problem solving. Requires the collaboration with various agencies and individuals (VA partners and other VSO organizations, etc.) regarding the proper interpretation and application of the 38 CFR. The appeals position requires the individual to learn and adhere to proper Board practices and professional procedures. Excellent organizational and interpersonal communication skills. Proficiency in Microsoft Office and electronic case management systems. Ability to work independently and manage a caseload effectively.

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As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LEP063	Vets Claims & Appeals Ofc Spv	SWD	M

Min Salary
\$56,310.72

Mid Salary
\$73,677.24

Max Salary
\$91,043.76

Job Summary

The Claims and Appeals Office Supervisor manages the work of approximately 12 personnel as they represent veterans, dependents, and survivors during the VA benefits appeals process. Additionally, to supervising all subordinates and working closely with the VA Regional Office, this position is also responsible for conducting appeals and advocating for claimants whose initial applications for VA benefits have been denied or under-awarded, ensuring that every appellant receives a fair and thorough review. The role requires expert knowledge of VA law and regulations, appellate procedures, and familiarity with medical evidence, military service records, and case law impacting veterans' claims. Claims and Appeals Office Supervisor is responsible for managing and presenting appeals at various stages of the U.S. Department of Veterans Affairs adjudication process, including reviews by the Veterans Benefits Administration (VBA), Board of Veterans' Appeals (BVA), and potentially higher-level courts or administrative panels. Duties include reviewing denied claims, analyzing case files, gathering and interpreting supporting documentation (e.g., service records, medical evidence), and preparing legal arguments to support the veteran's position. The officer will draft formal written briefs, represent clients during virtual and in-person hearings, and provide guidance on the appeals timeline and procedural requirements. This role also involves staying current on changes to VA laws, Title 38 of the U.S. Code, relevant precedent decisions, and emerging issues in veteran's law. The Claims and Appeals Office Supervisor will collaborate closely with attorneys, medical professionals, and federal and state agency representatives to develop compelling appeals on behalf of clients. Outreach and training support may also be provided to other Veteran Service Officers and the general public regarding appeals rights and best practices. In addition to appeals work, the officer is responsible for case management using the Unite Us system, ensuring veterans receive timely and appropriate referrals for supportive services such as housing, mental health care, employment assistance, and other community-based resources. Accurate and confidential documentation of case progress and outcomes within the Unite Us platform is required to support holistic veteran care and interagency coordination.

Entry Qualifications

Bachelor's degree from an accredited college or university and two (2) years of professional job-related experience. Military veteran status or extensive professional experience working with military or veteran populations. Knowledge of VA regulations and benefits processes. Strong understanding of medical conditions related to military service. Ability and the patience to read, review, analyze and research a veterans entire file combined with critical thinking and problem solving. Requires the collaboration with various agencies and individuals (VA partners and other VSO organizations, etc.) regarding the proper interpretation and application of the 38 CFR. The appeals position requires the individual to learn and adhere to proper Board practices and professional procedures. Excellent organizational and interpersonal communication skills. Proficiency in Microsoft Office and electronic case management systems. Ability to work independently and manage a caseload effectively.

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Job Code	Job Title	Salary Plan	Grade
LEP070	Veterans Field Svc Ofc 1	SWD	I

Min Salary
\$38,452.58

Mid Salary
\$50,142.29

Max Salary
\$61,832.00

Job Summary

Under supervision, the Georgia State Veteran Service Officer (VSO1), will provide critical support to veterans, their dependents, and survivors by assisting them in filing and managing claims for VA benefits, including compensation, pension, education, health care, and survivor benefits. Requires the VSO1 to interpret and apply federal laws (Title 38 U.S. Code), VA regulations, and relevant state policies to ensure accurate guidance and support. This role involves reviewing military service records and medical documentation to identify service-connected conditions and develop comprehensive claims. A solid understanding of medical terminology and conditions common among veterans such as PTSD, traumatic brain injury (TBI), Agent Orange-related illnesses, and burn pit exposure is essential. The VSO1 will coordinate with VA officials, healthcare providers, and legal representatives as needed, and serve as an advocate during the claims and appeals process. In addition, the VSO1 will educate veterans and their families about benefit eligibility and options, conduct community outreach events, and deliver presentations to raise awareness of available services. Confidentiality, compassion, and professionalism are required at all times in handling sensitive veteran information and providing support during potentially emotional interactions. In addition to VSO work, the officer is responsible for case management using the Unite Us system, ensuring veterans receive timely and appropriate referrals for supportive services such as housing, mental health care, employment assistance, and other community-based resources. Accurate and confidential documentation of case progress and outcomes within the Unite Us platform is required to support holistic veteran care and interagency coordination.

Entry Qualifications

High school diploma/GED and two (2) years of college level coursework in any field (minimum 60 semester hours or equivalent) and a minimum of one (1) year of that includes case management, word processing, and interviewing. Must be able to obtain VA accreditation within six (6) months.

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Job Code	Job Title	Salary Plan	Grade
LEP071	Veterans Field Svc Ofc 2	SWD	J

Min Salary
\$41,569.83

Mid Salary
\$54,428.52

Max Salary
\$67,287.20

Job Summary

Under minimal direct supervision, the Georgia State Veteran Service Officer (VSO2), will supervise at least one VSO1 and will provide critical support to veterans, their dependents, and survivors by assisting them in filing and managing claims for VA benefits, including compensation, pension, education, health care, and survivor benefits. Requires the VSO2 to interpret and apply federal laws (Title 38 U.S. Code), VA regulations, and relevant state policies to ensure accurate guidance and support. This role involves reviewing military service records and medical documentation to identify service-connected conditions and develop comprehensive claims. A solid understanding of medical terminology and conditions common among veterans such as PTSD, traumatic brain injury (TBI), Agent Orange-related illnesses, and burn pit exposure is essential. The VSO2 will coordinate with VA officials, healthcare providers, and legal representatives as needed, and serve as an advocate during the claims and appeals process. In addition, the VSO2 will educate veterans and their families about benefit eligibility and options, conduct community outreach events, and deliver presentations to raise awareness of available services. Confidentiality, compassion, and professionalism are required at all times in handling sensitive veteran information and providing support during potentially emotional interactions. In addition to VSO work, the officer is responsible for case management using the Unite Us system, ensuring veterans receive timely and appropriate referrals for supportive services such as housing, mental health care, employment assistance, and other community-based resources. Accurate and confidential documentation of case progress and outcomes within the Unite Us platform is required to support holistic veteran care and interagency coordination.

Entry Qualifications

High school diploma/GED and two (2) years of college level coursework in any field (minimum 60 semester hours or equivalent) and a minimum of one (1) year of that includes case management, word processing, and interviewing. Must be able to obtain VA accreditation within six (6) months. Two (2) years of experience required at the lower level Veterans Field Svc Ofc 1 (LEP070) or position equivalent.

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LEP072	Veterans Sr Field Svc Ofc	SWD	J

Min Salary
\$41,569.83

Mid Salary
\$54,428.52

Max Salary
\$67,287.20

Job Summary

Under minimal direct supervision, the Senior Georgia State Veteran Service Officer (SrVSO), will supervise multiple offices with both VSO1 and VSO2s and will provide critical support to veterans, their dependents, and survivors by assisting them in filing and managing claims for VA benefits, including compensation, pension, education, health care, and survivor benefits. Requires the SrVSO to interpret and apply federal laws (Title 38 U.S. Code), VA regulations, and relevant state policies to ensure accurate guidance and support. This role involves reviewing military service records and medical documentation to identify service-connected conditions and develop comprehensive claims. A solid understanding of medical terminology and conditions common among veterans such as PTSD, traumatic brain injury (TBI), Agent Orange-related illnesses, and burn pit exposure is essential. The SrVSO will coordinate with VA officials, healthcare providers, and legal representatives as needed, and serve as an advocate during the claims and appeals process. In addition, the SrVSO will educate veterans and their families about benefit eligibility and options, conduct community outreach events, and deliver presentations to raise awareness of available services. Confidentiality, compassion, and professionalism are required at all times in handling sensitive veteran information and providing support during potentially emotional interactions. In addition to VSO work, the officer is responsible for case management using the Unite Us system, ensuring veterans receive timely and appropriate referrals for supportive services such as housing, mental health care, employment assistance, and other community-based resources. Accurate and confidential documentation of case progress and outcomes within the Unite Us platform is required to support holistic veteran care and interagency coordination.

Entry Qualifications

High school diploma/GED and two (2) years of college level coursework in any field (minimum 60 semester hours or equivalent) and a minimum of one (1) year of that includes case management, word processing, and interviewing. Must be able to obtain VA accreditation within six (6) months.

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LEP073	Veterans Field Svc Ofc Spv	SWD	M

Min Salary
\$56,310.72

Mid Salary
\$73,677.24

Max Salary
\$91,043.76

Job Summary

Independently supervises at a minimum of 20 offices throughout a geographic region and will provide training and oversight (quality reviews) of subordinate offices consisting of both VSO1 and VSO2s. Will still provide critical support to veterans, their dependents, and survivors by assisting them in filing and managing claims for VA benefits, including compensation, pension, education, health care, and survivor benefits. Requires the VSO Office Supervisor to interpret and apply federal laws (Title 38 U.S. Code), VA regulations, and relevant state policies to ensure accurate guidance and support. This role involves reviewing military service records and medical documentation to identify service-connected conditions and develop comprehensive claims. A solid understanding of medical terminology and conditions common among veterans such as PTSD, traumatic brain injury (TBI), Agent Orange-related illnesses, and burn pit exposure is essential. The VSO Office Supervisor will coordinate with VA officials, healthcare providers, and legal representatives as needed, and serve as an advocate during the claims and appeals process. In addition, the VSO Office Supervisor will educate veterans and their families about benefit eligibility and options, conduct community outreach events, and deliver presentations to raise awareness of available services. Confidentiality, compassion, and professionalism are required at all times in handling sensitive veteran information and providing support during potentially emotional interactions. In addition to VSO work, the officer is responsible for case management using the Unite Us system, ensuring veterans receive timely and appropriate referrals for supportive services such as housing, mental health care, employment assistance, and other community-based resources. Accurate and confidential documentation of case progress and outcomes within the Unite Us platform is required to support holistic veteran care and interagency coordination. Also tracks and responds to constituent requests from state or federal representatives.

Entry Qualifications

High school diploma/GED and two (2) years of college level coursework in any field (minimum 60 semester hours or equivalent) and a minimum of one (1) year of that includes case management, word processing, and interviewing. Must be able to obtain VA accreditation within six (6) months.

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LET020	Legal Secretary 1	SWD	F
Min Salary \$30,700.42	Mid Salary \$38,897.56		Max Salary \$47,094.70
Job Summary Under direct supervision, helps prepare legal documents and correspondence. Assists legal staff in preparing for court proceedings.	Entry Qualifications High school diploma/GED and one (1) year of experience in an office setting using computer software.		
Job Code	Job Title	Salary Plan	Grade
LET021	Legal Secretary 2	SWD	H
Min Salary \$35,618.70	Mid Salary \$46,245.72		Max Salary \$56,872.73
Job Summary Under general supervision, prepares legal documents and correspondence. Assists legal staff in preparing for court proceedings.	Entry Qualifications High school diploma/GED and two (2) years of experience in a legal setting using computer software; or one (1) year of experience required at the lower level Legal Secretary 1 (LET020) or position equivalent.		
Job Code	Job Title	Salary Plan	Grade
LET022	Legal Secretary 3	SWD	I
Min Salary \$38,452.58	Mid Salary \$50,142.29		Max Salary \$61,832.00
Job Summary Under broad supervision, prepares legal documents and correspondence. Assists legal staff in preparing for court proceedings. May assist with legal research and supervise subordinate staff.	Entry Qualifications High school diploma/GED and three (3) years of experience in a legal setting using computer software; or one (1) year of experience required at the lower level Legal Secretary 2 (LET021) or position equivalent.		
Job Code	Job Title	Salary Plan	Grade
LET023	Legal Secretary Spv	SWD	K
Min Salary \$44,998.81	Mid Salary \$59,143.37		Max Salary \$73,287.92
Job Summary Supervises, guides, and/or instructs the work assignments of subordinate staff. Oversees the preparation of legal documents and correspondence. Assists legal staff in preparing for court proceedings. Performs legal research.	Entry Qualifications High school diploma/GED and four (4) years of experience in a legal setting, which includes one (1) year in a lead worker, team leader, or supervisory role ; or two (2) years of experience required at the lower level Legal Secretary 3 (LET022) or position equivalent.		

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LET030	Paralegal 1	SWD	G
Min Salary \$33,042.45	Mid Salary \$42,703.38	Max Salary \$52,364.30	
Job Summary Under direct supervision, conducts research to support a legal proceeding, to formulate a defense, or to initiate legal action. Drafts and prepares legal documents for review. Assists legal offices with scheduling hearings, appointments and interviews.	Entry Qualifications High school diploma/GED and one (1) year of experience as a legal assistant in a legal environment; or certificate from a paralegal training program.		

Job Code	Job Title	Salary Plan	Grade
LET031	Paralegal 2	SWD	H
Min Salary \$35,618.70	Mid Salary \$46,245.72	Max Salary \$56,872.73	
Job Summary Under general supervision, conducts research to support a legal proceeding, to formulate a defense, or to initiate legal action. Drafts and prepares legal documents for review. Assists legal offices with scheduling hearings, appointments and interviews.	Entry Qualifications High school diploma/GED and two (2) years of experience as a legal assistant in a legal environment; or certificate from a paralegal training program and one (1) year of experience in a legal environment; or one (1) year of experience required at the lower level Paralegal 1 (LET030) or position equivalent.		

Job Code	Job Title	Salary Plan	Grade
LET032	Paralegal 3	SWD	I
Min Salary \$38,452.58	Mid Salary \$50,142.29	Max Salary \$61,832.00	
Job Summary Under broad supervision, provides assistance and coordination in preparing and conducting research to support a legal proceeding, to formulate a defense, or to initiate legal or administrative action. Drafts and prepares legal documents for review. Assists legal offices with scheduling hearings, appointments and interviews.	Entry Qualifications High school diploma/GED and four (4) years of experience as a legal assistant in a legal environment; or certificate from a paralegal training program and two (2) years of experience as a legal assistant in a legal environment; or one (1) year of experience required at the lower level Paralegal 2 (LET031) or position equivalent.		

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LET033	Paralegal 4	SWD	J
Min Salary \$41,569.83	Mid Salary \$54,428.52	Max Salary \$67,287.20	
Job Summary Under limited supervision, provides assistance and coordination in preparing and conducting research to support a legal proceeding, to formulate a defense, or to initiate legal or administrative action. Drafts and prepares legal documents for review. Assists legal offices with scheduling hearings, appointments and interviews. May also serve as a subject matter expert and/or a lead worker.	Entry Qualifications High school diploma/GED and five (5) years of experience as a legal assistant in a legal environment; or certificate from a paralegal training program and three (3) years of experience as a legal assistant in a legal environment; or one (1) year of experience required at the lower level Paralegal 3 (LET032) or position equivalent.		

Job Code	Job Title	Salary Plan	Grade
LET034	Paralegal Spv	SWD	L
Min Salary \$50,982.94	Mid Salary \$66,351.55	Max Salary \$81,720.15	
Job Summary Supervises, guides, and/or instructs the work assignments of subordinate staff in preparing and conducting research to support a legal proceeding, to formulate a defense, or to initiate legal or administrative action. Drafts and prepares legal documents for review. Assists legal offices with scheduling hearings, appointments and interviews.	Entry Qualifications High school diploma/GED and six (6) years of experience as a legal assistant in a legal environment; or certificate from a paralegal training program and four (4) years of experience as a legal assistant in a legal environment; or one (1) year of experience required at the lower level Paralegal 4 (LET033) or position equivalent.		

Job Code	Job Title	Salary Plan	Grade
LET040	Contract Complnc Tech 1	SWD	F
Min Salary \$30,700.42	Mid Salary \$38,897.56	Max Salary \$47,094.70	
Job Summary Under direct supervision, provides assistance in the development, negotiation, and evaluation of legal contracts.	Entry Qualifications High school diploma/GED and three (3) years of experience in business, accounting or a related field. Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.		

Job Code Catalog: Legal

As of: 3/1/26

Job Code	Job Title	Salary Plan	Grade
LET041	Contract Complnc Tech 2	SWD	G
Min Salary \$33,042.45	Mid Salary \$42,703.38		Max Salary \$52,364.30
Job Summary Under general supervision, provides assistance in the development, negotiation, and evaluation of legal contracts.		Entry Qualifications High school diploma/GED and four (4) years of experience in business, accounting or a related field; or one (1) year of experience required at the lower level Contract Complnc Tech 1 (LET040) or position equivalent.Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.	

Job Code	Job Title	Salary Plan	Grade
LET042	Contract Complnc Tech 3	SWD	H
Min Salary \$35,618.70	Mid Salary \$46,245.72		Max Salary \$56,872.73
Job Summary Under broad supervision, provides assistance in the development, negotiation, and evaluation of legal contracts. May also serve as a lead worker.		Entry Qualifications High school diploma/GED and five (5) years of experience in business, accounting or a related field; or one (1) year of experience required at the lower level Contract Complnc Tech 2 (LET041) or position equivalent.Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.	

Job Code	Job Title	Salary Plan	Grade
LET043	Contract Complnc Tech Spv	SWD	I
Min Salary \$38,452.58	Mid Salary \$50,142.29		Max Salary \$61,832.00
Job Summary Supervises, guides, and/or instructs the work assignments of subordinate staff. Provides assistance in the development, negotiation, and evaluation of legal contracts.		Entry Qualifications High school diploma/GED and seven (7) years of experience in business, accounting or a related field; or one (1) year of experience required at the lower level Contract Complnc Tech 3 (LET042) or position equivalent.Note: An equivalent combination of knowledge, education, job or intern experience, training, or certifications that provides the necessary knowledge and skills to successfully perform the job at the level listed may be substituted year-over-year.	