

DIRECTOR OF VETERANS' SERVICE AGENCY

JOB CODE: 1140
LOCATION: Tioga Co. Veterans' Service Office
CLASSIFICATION: Non-Competitive
SALARY GRADE: Non-Union
ADOPTED: 11/9/78; Revised 6/97, 10/05, 10/08, 09/16 Tioga Co. Personnel & Civil Service

***PUBLIC OFFICER, no term**

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for planning and directing the activities of the county veterans' service program. Work involves the compliance of federal, state and local laws in administering Veterans' benefits and the use of regulations and procedures established by the Veterans' Administration or other federal agencies. General supervision is exercised over the work of all Veterans' Service Officers and clerical employees. The work is performed without supervision in accordance with general policies as outlined by the County Legislature. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assigns and supervises the work of Veterans' Service Officers engaged in assisting veterans or their dependents in obtaining benefits;
- Personally interviews claimants in need of assistance;
- Makes necessary contacts with various federal, State and local agencies relative to claims and benefits to which veterans and their dependents are entitled;
- Secures documentary evidence necessary for the proper presentation of claims and represents veterans and claimants before various boards or officials;
- Attends conferences held by the Veterans Administration and other government agencies;
- Prepares the annual agency budget;
- Attends Legislative meetings and makes periodic reports to the Board and to the New York State Division of Veterans' Affairs;
- Arranges for hospital commitment of veterans;
- Arranges for rental and maintenance of branch offices of the Bureau;
- Maintains contact with public and private welfare agencies.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of federal, State and local laws and regulations relating to Veterans' benefits and services; thorough knowledge of the forms, methods and procedures involved in the processing of veterans' benefit claims; good knowledge of counseling and interviewing techniques; working knowledge of software programs within an office environment (i.e. Word, Outlook, Internet, etc.); ability to operate a personal computer to complete tasks; ability to establish and maintain good working relations with others; ability to assign and supervise the work of subordinate staff; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma **AND** either:

- (a) Four (4) years of full-time paid work experience or it's part-time equivalence in personnel, business administration, or closely related field in which two (2) years must have been involved with providing direct assistance or counsel to individuals in resolving financial, legal, employment, or benefit claims **OR**;
- (b) An equivalent combination of training and experience as defined by the limits of (a).

SPECIAL REQUIREMENT: New York State Executive Law requires that an individual appointed as director of local veterans' services be a veteran as defined by New York State Statute. A veteran is described (Article 17, Section 350 Executive Law) "a person, male or female, resident of this state, who has served in the active military or naval service of the United States during a war in which the United States engaged and who has been released from such service otherwise than by dishonorable discharge, or who has been furloughed to the reserve."