

Civil Division: Oneida County Government
Jurisdictional Class: Non-Competitive
EEO Category: Officials/Administrators
Revised: 04/20/11

DIRECTOR OF VETERANS SERVICE AGENCY

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for planning and directing the activities of the County veterans' service program. The work requires a thorough knowledge of Federal, State and local laws pertaining to veterans' benefits, regulations and procedures established by the Veterans Administration and other Federal agencies. Supervision is exercised over subordinate staff. The work is performed without supervision, in accordance with general policies outlined by the County Executive and Legislature. Incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Personally interviews veterans and their dependents to provide information on various benefits provided by Federal, State and local laws;
Advises on, and processes, claims for benefits such as educational assistance, medical care, pensions, insurance, service-connected disabilities, death and dependency compensation;
Makes necessary contacts with various Federal, State and local agencies relative to claims and benefits to which veterans and their dependents are entitled;
Secures documentation and evidence necessary for the proper presentation of claims;
Prepares appeals for claimants for submission to Board of Veterans' Appeals;
Advises associated public and private agencies of changes in laws and regulations affecting veterans;
Refers clients to other agencies for services not available through veterans' agencies;
Maintains liaison with veterans' administration staff, veterans' groups and community service agencies;
Reviews pending legislation on veterans' issues to keep informed of current trends and initiatives;
Prepares news releases describing new programs or changes to existing veterans' programs;
Supervises the work of subordinate staff in office operations;
Attends Veterans Service Officer conferences;
Prepares the agency budget and operational reports.

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' claims; good knowledge of interviewing techniques; good knowledge of resource agencies available to veterans and dependents; ability to read and interpret legislation and other material related to veterans' benefits; ability to counsel agency clients on veterans' benefits and services; ability to supervise the work of others; ability to present ideas clearly and concisely, both orally and in writing; ability to maintain and process records and prepare operational reports; ability to establish and maintain effective working relationships with veterans and their families, veterans' organizations, and other social and human service agencies of assistance to veterans; ability to prepare press releases.

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MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree **AND** one (1) year of experience assisting individuals in resolving financial, employment or benefit claim problems; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree **AND** three (3) years of experience, as outlined in (A) above; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** five (5) years of experience, as outlined in (A) above.

SPECIAL REQUIREMENTS:

Individuals appointed as Director of Local Veterans Service Agencies must be a veteran, as defined by New York State statute. Article 17 of Executive Law defines a veteran as someone who served on active duty in the armed forces during a wartime period.

Candidate must be an honorably discharged wartime veteran (DD 214) at the time of appointment.

Candidate must possess an appropriate level, valid New York State Driver's License at time of appointment. This license must be maintained throughout appointment.

Adopted: 03/02/82
Revised: 03/28/96, 04/23/96, 05/25/06, 04/20/11