

DIRECTOR, VETERAN'S SERVICE AGENCY

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the administration of the Veterans Service Agency and may include performing some or all the duties of a Veterans Benefits Representative (which may also be referred to as a Veteran Service Officer or VSO). Work is carried out in accordance with applicable laws, regulations, and policies, and involves directing the activities of veteran services programs for the county. The work is performed under general supervision in accordance with policies established by the County Executive and County Legislature. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Oversees and manages Department staff and delegates work as needed to the Deputy Director, Veteran's Service Agency and other staff;

Oversees and manages all affairs of the County Veteran Cemetery and County veteran burial programs;

Develops Department budget and ensures Department revenue and expenditures are managed within budget authority;

Develops and submits capital projects as needed to support the Department mission;

Ensures Department employees are properly trained and manages performance to standards and goals;

Oversees the preparation and processing of claims, applications and appeals for compensation, pension, medical services and other veterans' benefits;

Oversees the preparation and processing of filings for the Discharge Review Board (DRB) and Board of Correction of Military Records (BCMR);

Communicates and collaborates with community organizations and other government entities in support of the Department mission;

Develops communication techniques to enhance veteran and public awareness of programs;

Prepares annual report for the County Executive on veteran services;

Attends meetings as needed with other County departments and as directed by the County Executive;

Provides subject matter guidance to staff Veterans Benefits Representatives (VSO's) as needed;

May perform the duties of a Veterans Benefits Representative (VSO);

May be responsible for the logistics and ordering for the annual 'Stand Down' awareness event;
Performs a variety of other administrative duties.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal and State regulations dealing with veterans issues; thorough knowledge of the forms, methods, procedures and records involved in the processing of veterans' benefit claims; good knowledge of the difficulties and struggles veterans may encounter; good knowledge of various services available to veterans; working knowledge of military service branches and records; ability in public relations; ability to establish and maintain effective working relationships with clients, private and governmental agencies; ability to manage projects, programs and events related to veterans' benefits services; ability to elicit staff cooperation and support of others; good judgement; good communication skills; emotional maturity; patience; willingness to accept responsibility; initiative and resourcefulness; interest in veteran's problems; tact.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, and three (3) years of responsible experience in supportive services and/or organizational leadership; **OR**
- B. Graduation from a regionally accredited of New York State registered college or university with an Associate's Degree, and five (5) years of responsible experience in supportive services and/or organizational leadership; **OR**
- C. An equivalent combination of training and experience as described in A and B above.

Special Requirement: A candidate to this title must be a veteran as defined by 38 U.S. Code § 101, sections (2), (21), (22), (24) and (27). 38 U.S Code §101, section (2) defines a veteran as a person who served in the active military, naval, or air service, and who was discharged or released therefrom under honorable conditions.

For purposes of appointment to this title, an individual must become accredited by a US Department of Veterans Affairs recognized Veterans Service Organization (which, for Ulster County is the American Legion). The incumbent in the position must be eligible to gain membership (as defined in the Charter of the American Legion National Constitution and By-laws § 21703) in order to qualify for and maintain VSO accreditation; must achieve such accreditation within one (1) year of appointment, remain a member in good standing, and otherwise meet the qualifications in Federal 38 CFR §14.629.

ULSTER COUNTY
2680 DIR VA
Classification: Non-Competitive
NUMGT

Revised: May 17, 1996
Revised: February 22, 2018
Revised: August 21, 2019