

**DEPARTMENT:** VETERANS SERVICE AGENCY  
**CLASSIFICATION:** NON-COMPETITIVE  
**APPROVED:** AUGUST 3, 2018

**DIRECTOR OF VETERANS SERVICE AGENCY**

**DISTINGUISHING FEATURES OF THE CLASS:** This is administrative work involving the direction of the activities of the veterans service program for the County. The prime function of this job is concerned with overseeing a program to assist veterans and their dependents in obtaining benefits to which they are entitled by law. Extensive knowledge of federal, state, and local laws applying to veterans pensions, welfare, and of the factors contributing to maladjustment and dependency is essential for the proper discharge of duties. General direction is provided by the County Legislature which establishes statements of policy. The incumbent has responsible charge of the administration of the County Veterans Service Agency in coordination with the County Clerk's Office. The work may be performed in locations other than the office of the Agency and may include overnight travel and participation in meetings and events during the evening or on weekends. The incumbent exercises direct supervision over subordinate staff. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Reviews and keeps abreast of legislation, regulations, and rulings pertaining to veteran benefits;
2. When necessary, contacts various federal, state and local agencies relative to claims and benefits to which the veteran and/or dependents are entitled;
3. Maintains liaison with local, state, and federal agencies, veteran organizations, community groups, etc., in order to exchange information and obtain services;
4. May prepare releases for local news agencies to disseminate information pertaining to veteran benefits;
5. Compiles and maintains reports on veteran services;
6. Supervises the maintenance of all records of veteran cases serviced;
7. Secures burial flags and grave-markers for veteran graves;
8. Interviews veterans and/or dependents in need of assistance;
9. Prepares and processes claims, applications and appeals for pensions, compensations, medical treatment and other military service benefits;
10. Secures information and evidence from various sources as may be necessary for proper presentation of claims;
11. Attends legislative and department meetings and conducts staff meetings;
12. Trains and informs subordinates of changing laws, regulations and procedures;
13. Collaborates with the County Clerk's Office to assign and/or approve work, train subordinates, evaluate performance, and/or make hiring and disciplinary recommendations;
14. Analyzes current and future budgetary needs and workload trends, providing limited input to the annual County Clerk budget;
15. Coordinates all activities concerning the Veterans Service Agency with the County Clerk's Office;
16. Develops grant applications;
17. Advises and updates the County Manager, County Clerk and/or Legislature regarding important veteran related events and agency impact in the community;
18. Makes presentations to various public, municipal and civic groups, utilizing agency social media where appropriate;
19. May attend conferences and workshops;
20. Participates in community / civic events to promote the Niagara County Veterans Services agency and veterans services outreach;
21. Implements and fosters a county-wide focused integration of the agency.

**CONTINUED**

## **DIRECTOR OF VETERANS SERVICE AGENCY CONTINUED**

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of federal, state, and local laws, rules and regulations pertaining to veterans, benefits and services; thorough knowledge of accepted interview and counseling techniques and practices; good knowledge of the forms, methods, and procedures, and records necessary for the processing of veterans benefit claims; demonstrate a high level of reasoning skills in dealing with complex issues and ideas; excellent communication skills; ability to establish good public relations; ability to appear and speak knowledgeably before groups and the media; ability to use computer technology for office applications and to manage claims; ability to express ideas clearly and concisely both orally and in writing; ability to plan and manage the daily operations of a service agency; ability to exercise sound judgment in counseling and assisting in the solution of problems related to veterans benefits; ability to establish and maintain effective working relationships with veterans, their dependents, civic groups and the general public; sound judgment; emotional maturity; willingness to accept responsibility; resourcefulness; interest in veterans programs; tact; initiative; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree and four (4) years of full-time paid responsible administrative and/or supervisory experience; OR
2. Completion of sixty (60) credit hours at a regionally accredited college or university or one accredited by the new York State Board of Regents to grant degrees and six (6) years of full-time paid responsible administrative and/or supervisory experience; OR
3. Graduation from high school or possession of an equivalency diploma, and eight (8) years of full-time paid responsible administrative and/or supervisory experience.

### **SPECIAL REQUIREMENTS:**

1. A Director of Veterans Service Agency must be a war-time veteran as defined by Article 17, Section 350 of the New York State Executive Law;
2. Must possess and maintain a valid NYS Drivers License throughout employment;
3. Certified copy DD-214 showing separation from active duty under honorable conditions must remain on file with the Office of the Niagara County Clerk;
4. Must obtain and maintain accreditation by the US Department of Veterans Affairs within eighteen months of appointment.