

## DIRECTOR OF VETERANS SERVICE AGENCY

DISTINGUISHING FEATURES OF THE CLASS: Assists veterans and their dependents in all phases of veterans issues and informing them of various benefits to which they are entitled. Work is performed without supervision in accordance with local, state and federal laws pertaining to veterans. Supervision may be exercised over one or more subordinates. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Interviews veterans and/or dependents and may explain applicable provisions regarding claims and benefits; Assists claimants in filing applications for disability benefits, out-patient medical treatment, hospitalization, insurance, death and burial benefits, education, job assistance, housing, bonuses, tax exemptions and allied veterans problems; Secures documentary evidence necessary for the proper presentation of claims and represents veterans and claimants before various boards of officials; May make house calls to incapacitated, and arrange for transportation of sick, disabled or incompetent veterans to Veterans Administration or local hospital; May consult with doctors, local veterans organizations, Red Cross, Salvation Army and other community agencies in matters pertaining to claimant's rights and benefits; Attends conferences held by Veterans Administration and other government agencies; Prepares annual budgets; Prepares correspondence and processes a variety of forms; Maintains contact with public and private welfare agencies and interest groups.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of federal, state, and local laws and regulations relating to veterans benefits and services; Good knowledge of the forms, methods, procedures and records involved in the processing of veterans' benefit claims; Good knowledge of counseling techniques; Ability to establish and maintain good public relations; Ability to express ideas clearly and concisely; Ability to plan, organize and supervise the work of others; Interest in veterans problems; Integrity; Good judgment; Resourcefulness; Tact; Good physical condition.

### MINIMUM QUALIFICATIONS:

- A. A war time military veteran, AND
- B. Graduation from high school or possession of a New York State equivalency diploma, AND
- C. Two years of business, personnel or administrative experience preferably with veterans or members of the armed forces in giving counsel and assistance to individuals regarding personal, legal, financial or placement problems; OR
- D. Graduation from a regionally accredited or NYS registered 2 year college with a degree in business, administration, personnel management, behavioral sciences or related field.
- E. An equivalent combination of training and experience as indicated in A, B, C or D above.

SPECIAL REQUIREMENTS: Possession of a New York State drivers license at time of appointment and maintained during employment.

Revised 8/29/88; 11/21/2006; 11/23/09  
Reviewed 11/6/14