



## **VETERAN SERVICES OFFICER**

### **DEFINITION AND CLASS CHARACTERISTICS**

Reporting to the Board of Supervisors or the designee, supervises and administers the programs and operations of the Inyo/Mono Veteran Services Office; oversees and participates in securing rights and benefits for veterans, dependents and beneficiaries, in accordance with federal, state and local regulations and programs; and performs related work as required.

This is a single incumbent management position with overall responsibility for the County Veteran Services program. The incumbent is accountable for accomplishing all program goals, and for furthering County goals and objectives within general policy guidelines.

### **EXAMPLES OF ESSENTIAL DUTIES:**

- Plans, supervises, coordinates and administers the activities and programs of the County Veteran Service Office
- Develops policies, procedures and performance standards to enhance program services and operations
- Plans, organizes and supervises the work of assigned staff; provides for their training and professional development; administers a variety of personnel actions to include hiring, scheduling, performance appraisal, and discipline
- Prepares, monitors and administers annual program budget
- Reviews, analyzes and interprets federal, state and local regulations, procedures and proposed legislation
- Recommends program policies and procedures and ensures program compliance with regulations
- Coordinates veterans' programs with other County programs, outside agencies, and public and private organizations
- Manages and participates in public information and outreach activities to educate and offer services to veterans; represents the program and makes presentations to various community groups
- Supervises and performs counseling and advising veterans, dependents and beneficiaries of rights and benefits; preparing applications, claims and appeals; solving problems, expediting claims, and related tasks
- Consults and advises on and/or resolves difficult case and operational problems; mediates complaints and sensitive issues
- Conducts and/or participates in meetings, conferences and training seminars
- Prepares or reviews correspondence, statistical and narrative reports, and records

### **QUALIFICATIONS**

#### **Knowledge of:**

- Objectives, principles and procedures of veterans' programs and benefits
- Federal, State and local laws and regulations pertaining to veterans' benefits
- Organization and procedures of federal and state agencies governing veterans' affairs
- Principles and practices of program administration, including program development, implementation and evaluation; budget development and administration; and work planning
- Principles and practices of personnel management, including hiring, training and performance review
- Counseling and interviewing techniques
- Needs, problems, and issues of the veteran community
- Agencies, organizations and community resources related to veterans' programs
- Basic medical terminology used in legislation, regulations and claims presentation
- Basic office practices and procedures, including correspondence, recordkeeping, telephone techniques, filing systems, and operation of common office equipment and computers

- Correct English usage, grammar, punctuation, vocabulary and spelling

**Skill in:**

- Planning, organizing and supervising veterans' services programs and staff
- Recognizing operational, regulatory and administrative problems and implementing effective resolutions
- Interpreting, applying and explaining complex laws, rules and regulations
- Interviewing and counseling persons seeking aid
- Compiling, analyzing and reviewing information and preparing effective claims for benefits and services
- Representing the County to individuals and groups, and making effective presentations
- Communicating effectively with a diverse clientele, including those with physical and mental disabilities
- Establishing and maintaining effective working relationships with clients, co-workers, other agencies and community organizations
- Operating standard office equipment including computers
- Working in, and with individuals from, various cultural, physical, behavioral and environmental settings
- Plans, supervises, coordinates and administers the activities and programs of the County Veteran Service office
- Develops policies, procedures and performance standards to enhance program services and operations
- Plans, organizes and supervises the work of assigned staff; provides for their training and professional development; administers a variety of personnel actions to include hiring, scheduling, performance appraisal, and discipline
- Prepares, monitors and administers annual program budget
- Reviews, analyzes and interprets federal, state and local regulations, procedures and proposed legislation
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- Prepares or reviews correspondence, statistical and narrative reports, and records
- Planning, organizing and supervising veterans' services programs and staff

**EDUCATION AND EXPERIENCE REQUIRED:**

Graduate from a 4-year college in the areas of business administration, public administration or closely related field, or any combination of experience that would demonstrate a minimum of 3 years of administrative work, public contact, case management or benefit counseling.

**LICENSES AND CERTIFICATES:**

Possession of or the ability to obtain accreditation with the California Department of Veterans Affairs within 6 months of employment.

Possession of a valid California driver's license.

**PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Mobility and manual dexterity to work in a standard office environment, use standard office equipment and attend off-site meetings; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

Some accommodation may be made for some physical demands for otherwise qualified individuals who require and request such accommodation.

**OTHER REQUIREMENTS:**

Must be a veteran of a branch of the United States Armed Forces, as defined in Section 980 of the California Military and Veterans code.

**SPECIAL REQUIREMENTS:** You may be required to drive a motor vehicle in the course of employment and must possess a valid operator's license issued by the State Department of Motor Vehicles. Must successfully complete a pre-employment background investigation and physical examination. Your position may be required to serve as a Disaster Service Worker during a County emergency. In accordance with title 38, Code of Federal Regulations 14.629, all persons appointed to this class are required to obtain accreditation with the State of California Department of Veterans Affairs within six (6) months of appointment to this class. Failure to successfully obtain this accreditation may be cause for termination of employment.