



## Cayuga County Department of Human Resources and Civil Service Commission

### JOB SPECIFICATION

Civil Service Title: **DIRECTOR, VETERAN'S SERVICE AGENCY**  
Jurisdictional Class: Non-Competitive  
Civil Division: Veteran's Service Agency  
Adoption: CSM  
Revised: CSM 07/10/2002; 12/10/08; 12/19/08

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#### **DISTINGUISHING FEATURES OF THE CLASS:**

Has responsible charge of the administration of the County Veteran's Service Agency; does related work as required. This is an administrative position involving responsibility for planning and directing the activities of the County Veteran's Service program. Work requires a thorough knowledge of federal, state, and local laws pertaining to veteran's benefits and of regulations and procedures established by the Veteran's Administration and other federal agencies. Supervision is exercised over the work of a part-time Deputy, a part-time clerical assistant, and drivers. The work is performed without supervision in accordance with general policies outlined by the County Board of Legislators.

#### **TYPICAL WORK ACTIVITIES: (Illustrative Only)**

Counsels, advises and assists veterans and their families regarding rights and benefits under Federal, State and local rules and regulations;  
Assists veterans, active service members and interested parties with the preparation and presentation of claims for benefits for the Veteran's Administration, the armed forces and all Federal, State and County agencies;  
Represents veterans in hearings before the adjudication board of the Veterans Administration;  
Personally interviews claimants in need of assistance;  
Makes necessary contacts with various federal, state, and local agencies relative to claims and benefits to which veterans and their dependents are entitled;  
Secures documentary evidence necessary for the proper presentation of claims and represents veterans and claimants before various boards or officials;  
Advises dependents and relatives as to burial benefits, orders headstones, and arranges for placement in local cemeteries;  
Attends conferences held by the Veterans Administration and other government agencies;  
Supervises the transportation of veterans to various appointments as needed;  
Prepares the annual agency budget;  
Attends meetings of the Board of Legislators and makes periodic reports to the Board and to the New York State Division of Veteran's Affairs;  
May arrange for home care, hospitalization and nursing home care of veterans, including transportation, as needed;  
Prepares budget for submission to County Manager;  
Composes correspondence and supervises the maintenance of veterans' records;  
Does related work as required.

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

Thorough knowledge of federal, state, and local laws, and regulations relating to veteran's benefits and services;  
Thorough knowledge of the forms, methods, procedures, and records involved in the processing of veteran's benefit claims;  
Good knowledge of counseling techniques;  
Good knowledge of governmental structure and resources on the Federal, State and Local levels;  
Demonstrated ability in public relations;  
Ability to express ideas clearly and concisely;  
Ability to establish and maintain effective working relationships with others;  
Ability to understand and empathize with the needs and concerns of others;  
Ability to operate a personal computer and utilize common office software programs;  
Interest in veteran's problems;  
Good judgment;  
Resourcefulness;  
Tact;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

GRADUATION FROM HIGH SCHOOL OR POSSESSION OF A HIGH SCHOOL EQUIVALENCY, AND

- (A) Four years of business, personnel, or administrative experience at least 2 years of which shall have involved giving assistance to individuals regarding personal, legal, financial, or placement problems.

**Special Requirement:**

New York State Executive Law requires that an individual appointed as director of local veterans services be a veteran as defined by New York State Statute. A veteran is described (Article 17, Section 350 Executive Law) "a person, male or female, resident of this state, who has served in the active military or naval service of the United States during a war in which the United States engaged and who has been released from such service otherwise than by dishonorable discharge, or who has been furloughed to the reserve."