



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

### JOB SPECIFICATION

Civil Service Title: **DEPUTY DIRECTOR, VETERAN'S SERVICE AGENCY**  
Jurisdictional Class: Non-Competitive  
Civil Division: Veteran's Service Agency  
Adoption: CSM  
Revised: CSM 1/8/03, 7/8/09

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

Assists in the administration of the Veteran's Service Agency; does related work as required. This is primarily a counseling position involving responsibility for assisting veterans and their dependents with claims for benefits and services. Work is performed under general supervision according to established procedure and rules, with some leeway for use of independent judgment in individual cases. Supervision is exercised over clerical personnel.

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

Interviews persons in need of assistance and explains applicable provisions of the law regarding claims and benefits;  
Makes necessary contacts with various state and federal agencies relative to claims and benefits to which veterans and their dependents are entitled;  
Secures information and evidence necessary for the proper presentation of claims;  
Makes out statements of income and expenses for veterans and their families to demonstrate eligibility for benefits;  
Gathers information and prepares reports for veteran's dependents for use by Veteran's Administration and surrogate's court;  
Has charge of the Veteran's Service Agency in the absence of the Director;  
Supervises the transportation of veterans to various appointments as needed;  
Maintains a variety of records and prepares reports on activities of agency;  
Assists the Director in a variety of administrative duties.

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

Good knowledge of procedures relevant to processing of veteran's insurance claims;  
Good knowledge of regulations concerning reinstatement and conversion of veteran's insurance policies;  
Good knowledge of federal, state, and local laws, and rules and regulations pertaining to veteran's benefits and services;  
Good knowledge of ordinary counseling techniques;  
Good knowledge of the forms, methods, and procedures necessary for the processing of veteran's benefit claims;  
Ability to operate a personal computer and utilize common office software programs;  
Ability in the public relations field;  
Ability to express ideas clearly, orally, and in writing;  
Resourcefulness;  
Tact;  
Physical condition commensurate with the demands of the position.

#### **MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma AND

A) Two (2) years of business or administrative experience, including some experience in giving assistance to individuals regarding legal, financial, or placement problems.