

VETERAN'S SERVICE OFFICER

DEFINITION

Under general direction, coordinates the programs, services and activities of the Veteran's Service Office; provides expert professional assistance to County management staff on veterans service matters; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

The incumbent is responsible for accomplishing departmental goals and objectives, supervising staff, and directing day-to-day operations and activities of the Veteran's Service Office.

EXAMPLES OF DUTIES (Illustrative Only)

- Coordinates all veteran services functions and service for the County.
- Implements goals, objectives, policies, internal controls, accounting procedures and work standards for the Veteran's services Office.
- Plans, schedules, supervises, reviews and evaluates the work of assigned staff.
- Recommends staff and provides for their training and professional development.
- Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action and other personnel decisions.
- Analyzes the impact of legislation on departmental programs; identifies potential funding sources.
- Develops, revises and implements administrative programs and procedures, including workload planning and assignment and computerization of support functions.
- Reviews complex veterans' service cases and assists in securing benefits through effective advocacy with government agencies.
- Interprets County policies and procedures to staff; is responsible for morale, productivity and discipline of department staff.
- Directs the maintenance of records and the preparation of periodic and special reports related to the work.
- Explains complex legal policies, answers questions from clients and family; provides information and direction to community members.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and methods, including goal setting, program development and implementation.
- Principles and practices of supervision including work planning, evaluation, employee training and discipline.
- Federal, state and local laws and regulations relative to veterans' rights, benefits and obligations.
- Community resources, organizations and service programs available to veterans and their families and the procedures for obtaining the services.
- Business computer applications related to the work.

Skill in:

- Planning, organizing, assigning, supervising, reviewing and evaluating the work of professional and office support staff, and providing for their training and development.
- Implementing and interpreting goals, objectives, policies, procedures, work standards and internal controls.
- Analyzing complex technical and administrative problems, establishing alternative solutions and recommending effective courses of action.
- Interpreting, applying and explaining County policies and adhering to laws related to veterans service functions.
- Organizing and maintaining accounting and other detailed business records.
- Preparing clear and concise correspondence, reports and other written materials.
- Exercising sound independent judgment within general policy guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Other Requirements:

Must possess a valid driver's license. Individuals who do not meet this requirement due to physical disability will be reviewed on a case by case basis. In accordance with Section 970 of California Military and Veterans Code, incumbent must be a veteran.

Education and Experience:

Two years of experience in supervising veterans service activities at a level equivalent to the County's class of Senior Veterans Service Representative.

Note: The above qualifications are a typically accepted way to obtain the required knowledge and skills.