

DIRECTOR, VETERANS' SERVICE AGENCY

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for planning and carrying out the activities of the county veterans' service program. Work requires a thorough knowledge of Federal, State, and local laws pertaining to veterans' benefits and of regulations and procedures established by the Veterans Administration and other Federal agencies. Supervision is exercised over clerical employees. The work is performed without supervision in accordance with general policies outlined by the County Legislature. A Director, Veterans' Service Agency does related work as required.

TYPICAL WORK ACTIVITIES:

- 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;
- Attends conferences held by the Veterans Administration and other government agencies;
- Prepares the annual agency budget;
- Attends meetings of the County Legislature and makes periodic reports to the Board and to the New York State Division of Veterans' Affairs;
- Arranges for hospital commitment of veterans.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of Federal, State, and local laws and regulations relating to veterans' benefits and services; working knowledge of the forms, methods and procedures, and records involved in the processing of veterans' benefit claims; working knowledge of counseling techniques; ability in public relations; ability to express ideas clearly and concisely; interest in veterans' problems; good judgement; resourcefulness; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school diploma and have served in the armed forces of the United States.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: 7/17/90