

# Veterans Services Director

Dept: Veterans Services

FLSA Status: Exempt

## General Definition of Work

Performs difficult administrative work interviewing and assisting veterans, widows and dependents, assisting with claims, maintaining records and files, preparing reports, and related work as apparent or assigned. Work involves setting policies and goals under the direction of the County Manager. Departmental supervision is exercised over all personnel within the department.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Interviews veterans and dependents; advises them of their rights under state and federal laws and obtainable benefits.
- Counsels and assists with the completion of proper forms; forwards to the U.S. Department of Veterans Affairs (VA).
- Reviews VA rating decisions for correctness; researches and prepares appeals
- Files claims for veterans, widows and dependents for compensation, pension and educational benefits.
- Files death claims, insurance forms, loan certificates and student scholarship forms.
- Investigates claims of survivors or dependents of veterans, gathers supporting evidence and processes claims through the US Department of Veterans Affairs.
- Prepares periodic written reports concerning claims processed, contacts made and work accomplished.
- Refers clients to other agencies that provide necessary assistance.
- Attends various local and remote meetings to keep abreast of changes in laws and benefits and attends veteran's meetings to disseminate new information.
- Speaks on behalf of the department and the County.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Thorough knowledge of veterans programs and benefits and applicable laws and regulations; general knowledge of disabilities; general knowledge of community organizations, agencies and facilities related to veterans affairs; general knowledge of standard office practices, procedures, equipment and office assistance techniques; general knowledge of business English, spelling and arithmetic; general knowledge of departmental organization and functions and general administrative policies and practices; general skill operating personal computer equipment and related office and accounting software; ability to keep office records and to prepare accurate reports from file sources; ability to understand and relate to disabled veterans; ability to understand, interpret and apply technical rules, directives and regulations; ability to perform and organize work independently; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to calculate whole numbers, fractions and decimals; ability to type at a reasonable rate of speed; ability to prepare effective correspondence on routine matters; ability to understand and apply governmental accounting practices in the maintenance of financial records; ability to communicate effectively, both orally and in written form; ability to solve problems within scope of responsibility; ability to deal with officials, veterans, dependents and others fairly and effectively; ability to establish and maintain effective working relationships with associates and the general public.

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## Education and Experience

High school diploma or GED with coursework in social work, or related field and one to three years experience working in a veteran's service position, working in the armed services, social work, or equivalent combination of education and experience.

## Physical Requirements

This work requires the regular exertion of up to 10 pounds of force and frequent exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and lifting, frequently requires repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling; work requires ability to adjust focus; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to extreme cold (non-weather) and exposure to extreme heat (non-weather); work is generally in a moderately noisy location (e.g. business office, light traffic).

## Special Requirements

- North Carolina Department of Veteran's Affairs Certification.

## Competencies

**Leading with Integrity:** Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

**Negotiation Skills:** Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

**Managing Customer Focus:** Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

**Quality Management:** Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

**Team Leadership:** Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

**Change Management:** Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

**Managing People:** Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

**Visionary Leadership:** Creates a clear, compelling vision; Communicates vision and gains commitment; Acts in accordance with vision; Displays passion and optimism; Mobilizes others to fulfill the vision

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**Financial Responsibility:** Understands financial targets and budget goals; Incorporates financial analysis into strategic decisions; Implements operating budget flexibility to address changing priorities; Creates sound business cases to support expenditures; Promotes conservation of organizational resources

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Name (Printed)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date