

ORANGE COUNTY CLASS SPECIFICATION

TITLE: DEPUTY DIRECTOR OF VETERANS SERVICES **GRADE:** 12

TITLE ABBREVIATION: DPTY DIR VET SEV **TITLE NO.:** 6272

JURIS.CL: NC **SALARY CODE:** 01 **EEO CODE:** PR **FLSA CODE:** NE

DEPARTMENT: OFFICE OF VETERANS SERVICES **DIVISION:**

SUPERVISOR'S TITLE: SENIOR DEPUTY DIRECTOR OF VETERANS SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for assisting in the administration of services provided by the Office of Veterans Services. Work is performed under the general supervision of the Director of the Agency and Senior Deputy Director. A knowledge of federal, state and local laws applying to veterans' rights and benefits and of the individual factors contributing to maladjustment is essential for the proper discharge of duties. Supervision is exercised over subordinate employees engaged in clerical processing of individual cases. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews veterans, military personnel and their families in need of assistance in obtaining benefits provided by law;

Counsels and assists veterans, military personnel and their dependents on problems relating to their rights and benefits; counseling will be provided in the main office and itinerant offices, and also in hospitals, homes, and other institutions in the County;

Supervises subordinate employees and functions of a satellite office;

Executes various forms pertaining to the various aid and benefit programs;

Secures information and evidence necessary for the proper presentation of claims;

Makes necessary contacts with various local, state, and federal agencies relative to claims and benefits to which there might be entitlement;

Reviews claimants' cases and takes necessary action to follow through on the claims;

Maintains records and prepares reports and statistical information.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the federal, state and local laws pertaining to veterans' affairs; working knowledge of the characteristics, etiologies, and inter-relationships of diseases and disabilities; good knowledge of various services available to veterans; demonstrated ability in public relations; good powers of observation, perception and analysis; empathy; sensitivity to the reactions of others; emotional maturity; good judgment; interest in veterans' problems; proficiency in oral and written communication; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher; OR
- (B) Completion of sixty (60) credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees and two (2) years of full-time experience (or its volunteer equivalent) involving the provision of assistance to individuals with employment, psychological, legal, financial, or other major life problems, including or supplemented by one (1) year (or its volunteer equivalent) in an administrative or supervisory capacity; OR
- (C) Graduation from high school or possession of a high school equivalency diploma, and four (4) years of experience as described in (A) above; OR
- (D) An equivalent combination of training and experience as defined by the limits of (A), (B) and (C).

NOTES: Two (2) years of volunteer experience equals one (1) year of full-time paid experience.

Veterans with honorable discharge from any of the armed services and/or related experience in an office or agency dealing with veterans' issues are preferred.

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JURIS.CL. UPDATE: 2/1/94
REVISED: 8/97 mtm
REVISED: 7/00 lc
REALLOCATED: 1/1/06 ms
REVISED: 01/13/16 dp
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