

**ORANGE COUNTY**  
**MANAGEMENT CLASS SPECIFICATION**

**TITLE:** SENIOR DEPUTY DIRECTOR OF VETERANS SERVICES **GRADE:** 21  
**TITLE ABBREVIATION:** SR D/DIR VET SEV **TITLE NO.:** 6622  
**JURIS.CL:** NC **SALARY CODE:** 03 **EEO CODE:** OA **FLSA CODE:** AD  
**DEPARTMENT:** VETERANS SERVICE AGENCY

**NATURE OF WORK:** The work involves responsibility for assisting the Director in the supervision and administration of the Office of Veterans Services. The incumbent provides counseling to clients and trains subordinates in benefits and rights of veterans and in counseling. Work is performed within established policies and procedures under general supervision with leeway for independent judgment on routine matters.

**CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS:** This is a one-position class in the non-competitive classified service. This is an administrative position responsible for assisting the Director in overseeing the operations of the Orange County Veterans Service Agency. Work is performed under the general direction of the Director, Office of Veterans Services in accordance with established policies and procedures. Supervision is exercised over department staff.

**TYPICAL DUTIES & TASKS:**

Supervises office staff and oversees the operation of provision of services;

Assesses training needs, develops training program and provides in-service training and guidance to subordinates;

Interviews and counsels clients to initiate and develop claims;

Receives and responds to inquiries for assistance relating to veterans' benefits;

Establishes and maintains working relationships with agencies administering and providing services used by veterans, including Congressional offices, regional Office of Veterans Administration and local veterans' groups;

Assists Director in providing informational seminars for other agencies relating to veterans' benefits;

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Assists Director in responding to inquiries from elected officials on behalf of their constituents;

Participates in programs sponsored by veterans' organizations and civic groups;

Attends conferences and meetings as required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of laws, rules and regulations pertaining to veterans' benefits and rights; good knowledge of principles and practices of supervision; good knowledge of effective training techniques; good knowledge of interviewing principles and practices; good knowledge of functions and services provided by other agencies; good counseling techniques; ability to research and analyze laws, regulations and data pertaining to claims; ability to express ideas clearly and effectively both orally and in writing; sound judgement; tact; initiative; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS: Either:**

- (A) Completion of sixty (60) credit hours at 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 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 in an administrative or supervisory capacity; OR
- (B) Graduation from high school or possession of a high school equivalency diploma, and four (4) years of experience as described in (A) above; OR
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

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