

DIRECTOR OF VETERANS' SERVICE AGENCY

Distinguishing Features of the Class: This is an administrative position involving responsibility for planning and directing 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 Legislature.

Typical Work Activities:

- Personally interviews claimants in need of assistance.
- Represents veterans in hearings before the adjudication board of the Veterans Administration.
- 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 Legislature and makes periodic reports to the Legislature and to the New York State Division of Veterans' Affairs.
- Arranges for hospital admission of veterans.

Full Performance Knowledge, Skills, Abilities and Personal Characteristics:

Thorough knowledge of federal, state and local laws and regulations relating to veterans' benefits and services; thorough knowledge of the forms, methods and procedures and records involved in the processing of veterans' benefit claims; good knowledge of counseling techniques; demonstrated ability in public relations; ability to lay out and supervise the work of a staff of subordinates; ability to express ideas clearly and concisely; interest in veterans' problems; good judgment, resourcefulness; tact; physical condition commensurate with the demands of the position.

Minimum Qualifications: Four years of business, personnel or administrative experience at least two (2) years of which shall have involved giving assistance to individuals regarding personal, legal, financial or placement problems and graduation from a standard high school.

Special Requirement: Must be licensed in the State of New York as a Notary Public. Director is also the Orleans County Burial Officer.

NOTE: Effective 04/09/96 - as Chapter 43 of the Laws of 1996 - Amended Section 357 of Executive Law to provide that any director of a County Veterans' Service Agency appointed after the effective date of this chapter shall be a veteran as defined in NYS Statue.

04/16/1986
 09/30/1996
 08/06/2003
 09/16/2015

CLASS: NON-COMPETITIVE, ++Confidential or Policy Influencing – approved State Civil Service Commission 6/30/1988