

# VETERANS SERVICES DIRECTOR

## MAJOR FUNCTION

This is an Executive position responsible for planning, directing, and supervising the personnel in the department whose activities include interviewing/counseling veterans and their dependants in matters pertaining to their rights and benefits under various federal, and state regulations, preparing and processing Veterans Administration forms, records and reports, filing benefit claims, preparing/assembling correspondence, maintaining files and records and assist other agencies and groups by verifying information. This position also is responsible for the Administration of the Ocala/Marion County Veterans Memorial Park and all volunteers.

## ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Administers all aspects of County Veterans Service Department.
- Oversees the initiation, preparation, processing of various federal, state and county forms, reports, records and requests for assistance.
- Ensures the County's compliance with all federal, state, and veterans statutes. Researches and prepares the necessary policies to ensure compliance.
- Directs the preparation and submission of claims to Florida Department of Veterans Affairs or other Agencies.
- Directs the coordination and dissemination of Veteran information and legislation to County Commissioners, Administrator and public.
- Directs the administrations of the Ocala/Marion County Veterans Memorial Park.
- Ensures that the Ocala/Marion County Veterans Memorial Park office is staffed and all needed material; supplies, equipment and machinery are provided and accounted annually.
- Maintains responsibility for Ocala/Marion County Veterans Memorial Park donation accounts and proper/accurate accounting for all expenditures.
- Develops and implements department policy and procedure as needed.
- Directs and conducts the reviews of annual performance evaluations on employees.
- Make hiring and firing decisions.

## SECONDARY FUNCTIONS

- Performs other tasks as assigned.

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## **CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

## **SUPERVISION**

Direct supervision over employees and indirect supervision of a moderate size staff that reports to other supervisors or managers includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; directing volunteers; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations for two completely separate offices.

## **EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS**

### **Education and Experience**

Bachelor Degree in Sociology, Counseling Psychology or Education, and seven years of responsible experience, with at least five years in a management capacity, or an equivalent combination of training and experience. Must be an Honorably Discharged Veteran from a period of wartime service.

### **Licenses**

Possession of a valid Florida Driver License.

### **Certifications.**

Successful completion of the Veterans Administration training course and tests for County Service Officers and annual re-certification required.

## **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

### **Language Skills**

- Ability to read, analyze, and interpret the most complex documents.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to write speeches and articles using original or innovative techniques or style.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards.

### **Mathematical Skills**

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- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **Problem Solving Abilities**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Develops plans, policies, specifications, and programs.
- Functions independently as an expert in matters of specialized code, rules, policy, benefits analysis, and department budgetary and accounting systems.

### **Specialized Skills and Abilities**

- Must be self-directed and work independently; knowledge of County, State, and Federal Veterans programs and benefits.
- Knowledge of local veterans organizations and their programs.
- Ability to counsel and assist individuals with discretion.
- Ability to work in conjunction with professional, medical, and legal persons, and possess public relations and speaking abilities.
- Ability to work effectively with people.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **Machines and Equipment**

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment, as well as drive a car, in the completion of the tasks of the position.

### **PHYSICAL DEMANDS**

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While performing the duties of this job, the employee will occasionally be required to stand, walk, stoop, kneel, crouch, or crawl, and lift up to fifty pounds; and will regularly reach with hands and arms, and frequently sit, use hands to finger, handle, or feel, and talk or hear. Special vision requirements include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be required to work in outdoor weather conditions. The noise level for this environment is moderate.

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Category: 1

Status: E

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