

VETERANS SERVICES SUPERVISOR

MAJOR FUNCTION

This is an administrative Para-professional, and supervisory position related to veterans and their dependants in securing benefits and entitlements as a result of service in the Armed Forces of United States of America.

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.

- Counsels veterans and/or their dependents to provide information on their entitlement to VA benefits.
- Prepares and submits benefit claims to appropriate agency on a daily basis.
- Coordinates and disseminates information on County, State, Federal and veterans programs and benefits.
- Maintains and reviews the case files of other staff and on veterans in terms of assistance given and needed.
- Assists housebound, hospitalized, and nursing home veterans.
- Prepares and makes presentations to veteran and civic organizations.
- Assists director in administration of office policies related to budget, personnel, supplies, new laws and regulations.
- Supervises departmental and volunteer personnel.
- Acts as department director in his/her absence.
- Make recommendations on personnel decisions to hire and fire employees.

SECONDARY FUNCTIONS

- Assist in preparation of department budget.
- Performs other duties as assigned.

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.

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SUPERVISION

Responsible for directly and regularly supervising work of department staff, interns, and volunteers, with no indirect supervision. Duties include assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

Bachelor Degree from four-year College or University; with four to five years related experience, the majority which shall be acquired in a supervisory capacity; greater years of experience may substitute for a portion of the required education; or equivalent combination of education and experience.

Licenses

Possession of a valid Florida Driver License.

Certifications.

Successful completion of the Veterans of Foreign Wars Post Officer training, Veterans Affairs (VA) ABC school, VA training course and tests for service officers and annual re-certification. Must be an Honorably Discharged Veteran.

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 highly complex documents.
- Ability to respond effectively to highly 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

- 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.

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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, and regulatory provisions regarding veterans benefits.

Specialized Skills and Abilities

- Must be self directed and work independently, and with knowledge of County, State, and Federal Veterans' programs and benefits.
- Ability to direct the work activities and priorities and a technical and paraprofessional staff engaged in benefit claims processing.
- 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

While performing the duties of this job, the employee will occasionally be required to stand, walk, stoop, kneel, crouch, or crawl, climb or balance, lift up to fifty pounds; will regularly be required to reach with hands and arms; and will frequently be required to sit, use hands to finger, handle, or feel, and to 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 exposed to outdoor weather conditions. The noise level for this environment is moderate.

Established:06/2003

Category: 1

VETERANS SERVICES SUPERVISOR

Pay Grade: 16

Job Description Number: 1110

Status: E

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