

DEPUTY DIRECTOR, VETERANS AFFAIRS

NATURE OF WORK

Under administrative direction, performs complex administrative work in assisting the Director of the Division of Veterans Affairs in planning, organizing, and directing the programs, functions and activities of the agency. Counsels and assists claimants in obtaining veterans' benefits. Confers with veterans' groups and associated agencies on veterans benefits. Performs related work as required.

EXAMPLES OF WORK PERFORMED:

Manages day-to-day operations of the agency in the director's absence.

Ensures proper training for division personnel.

Recommends, develops and implements policies and procedures governing the operation of the division.

Assists in the preparation of the division's budget.

Plans, organizes and directs the work of subordinates.

Plans and supervises annual service officer conferences.

Prepares and reviews reports and other documents regarding the operation of the division, as necessary.

Addresses veterans' groups, associated agencies and the news media on veterans' benefits and issues.

May fill-in for Veterans Affairs Officers or Claims Managers.

Represents the director at various functions and meetings with various veterans groups and associated agencies.

REQUIRED COMPETENCIES:

Knowledge of organization, regulations and objectives of federal and state agencies responsible for veterans employment, training, rehabilitation and welfare.

Knowledge of state and federal laws and regulations relating to veterans' benefits.

Knowledge of accepted interviewing and employment counseling techniques.

Knowledge of principles and techniques of management including organization, planning, staffing, training, controlling, budgeting, and reporting.

Ability to develop, manage and direct the activities of employees.

Ability to establish and maintain effective working relationships with employees, officials and the general public.

Ability to communicate clearly and effectively, both orally and in writing, with public officials, the general public and the news media.

DEPUTY DIRECTOR, VETERANS AFFAIRS (CONT'D)

MINIMUM QUALIFICATIONS:

Training: Bachelor's degree from an accredited four-year college or university.

Substitution: Additional experience as listed below may be substituted for the required training on a year-for year basis.

Experience: Five years of full-time or equivalent part-time paid employment involving responsible public contact work in veterans' affairs, employment service, vocational guidance, claims investigation, or related fields, one year of which must have been in an administrative or supervisory capacity **OR** five years of active duty in the armed forces.

Special Requirement: Honorable discharge from one of the armed forces.

Established: 8/19/93

Title Change: 5/18/06

Revised: 5/18/06

Effective: 7/16/06