

COUNTY OF SOLANO
CLASS SPECIFICATION
DIRECTOR OF VETERANS SERVICES

CLASS SUMMARY:

Under policy direction, has executive responsibility and accountability for planning, directing, organizing, staffing and controlling the activities and functions of the Solano County Veterans' Service Office; performs administrative, coordination, supervision, planning and public relations duties; interprets regulations and procedures; advises and assists benefits claimants; provides technical advice and assistance to program staff on complex or unusual case issues; provides expert knowledge and assistance on matters concerning veterans' benefits and programs to legislative and other deliberative bodies; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the Veterans' Benefits Counselor because the incumbent in this class serves as the County's Veterans' Services Officer and has overall responsibility for managing and administering the County's veteran's benefit programs, whereas incumbents in the latter class are primarily responsible for determining client eligibility for benefits and assisting clients in receiving those benefits.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Provides general management, direction, and oversight of a broad range of departmental operations and support services; develops and implements policies, procedures and initiatives; establishes departmental goals and objectives.
- Oversees financial management of the Veterans' Service Office, including the development and implementations of operating and capital budgeting and finance strategies; allocates and develops resources, including personnel.
- Directs the overall activities related to the selection, training, development and performance of Office staff.
- Reports regularly to, and informs as necessary, the County Administrator and the Board of Supervisors on the status of departmental operations, proposed operational or procedural changes, legislative changes/requirements, and issues requiring attention.
- Reviews and analyzes a variety of financial, statistical and narrative reports; formulates and directs necessary responses and/or actions.
- Develops and instills an organizational focus on customer service to ensure that other County departments and external customers receive responsive and efficient services.
- Consults with appropriate local agency, city, county, state, and federal officials and professionals on issues relevant to veterans' services; develops and maintains constructive working relationships with officials, community leaders and civic groups.
- Directs and oversees the development of departmental strategic plan initiatives, focusing on the development, delivery and expansion of services to meet community needs and the evaluation of outcomes in terms of effectiveness and cost efficiency.
- Performs other duties of a similar nature and level as assigned.

EDUCATION, TRAINING, AND/OR EXPERIENCE GUIDELINES:

Must have at least five (5) years of experience in an agency or program administering or providing assistance or advocacy in pursuit of veteran's benefits at the federal, state, or local level, which must have included management experience in budget development and financial/budget analysis.

A bachelor's degree in public or business administration, sociology, economics, administrative law, psychology, or a closely-related field is highly desirable.

LICENSING/CERTIFICATION REQUIREMENTS:

A valid California driver license, level C or higher, may be required.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- State, federal and local laws relative to veterans' rights, benefits, and obligations
- Government and community departments and agencies devoted to veterans' affairs
- Advanced counseling techniques
- Program and project development and management
- Strategic planning processes
- Contract management principles and practices
- Public administration, management and leadership principles and practices
- Principles and practices of public sector personnel management and supervision
- Public sector labor relations, negotiation and mediation principles and practices
- Budget administration principles and practices
- Financial management principles and practices
- Media intervention and public information dissemination techniques
- How to direct the operations and activities of a county department

Skills In:

- Oversight and evaluation of individual employees and work units
- Directing work consistent with goals and priorities
- Using a computer and related software applications
- Response to critical and sensitive issues and events
- Managing multiple priorities simultaneously
- Analyzing and developing policies and procedures
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals
- Analyzing, interpreting and understanding technical and statistical information
- Conducting negotiations and mediations
- Oral communications and public presentations
- Planning, analyzing and evaluating departmental programs and services, operational

needs, and resources

- Contract management
- Preparing clear, concise and comprehensive reports, records, correspondence, and other written materials
- Communication, interpersonal skills as applied to interaction with co-workers, superiors, the general public, and others, sufficient to exchange or convey information and receive work direction

ADA REQUIREMENTS:

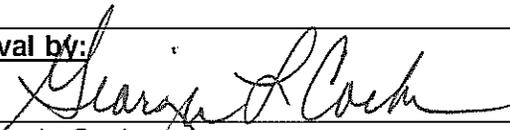
Positions in this class typically require: talking, hearing and seeing.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

OTHER REQUIREMENTS:

- Must be a Veteran as defined in the California Military and Veterans Code. *Must provide verification of appropriate military separation/discharge document, DOD Form DD214, or equivalent.*
- Accreditation from the California Department of Veterans Affairs is required, or must be obtained within sixty (60) days of employment *pursuant to Title 38, Code of Federal Regulations 14.629*

Approval by:


 Georgia Cochran
 Interim Director, Human Resources

6/15/11

Date

Class History Information:

BOS Adopted	Revised	Retitled	Class Code	Sal Plan/BU	OT Code
	06/2011	N/A	142020	061	05