

VETERANS INFORMATION CENTER DIRECTOR

GENERAL STATEMENT OF DUTIES: Performs responsible technical and supervisory work in the Veterans Information Center; acts as the Clerk of the Soldiers Relief Commission; supervises the day to day activities of the Information Center including the supervision of the clerical staff; performs related work as required.

STATEMENT OF TASKS:

Supervises clerical staff;
Processes burial claims, headstone claims, and veterans relief claims for review and approval by Soldiers Relief Commission;
Interviews veterans and their dependents for survivors to determine under various Federal and State Laws their eligibility for budgets;
Refers veterans and their dependents, or survivors to various outside agencies for assistance;
Schedules appointments for representatives from various veteran charter groups to counsel and assist veterans in filling out necessary claim forms;
Maintains and updates records, case files and other related veterans material for review;
Acts as Clerk to the Soldiers Relief Commission.

The class specification above is intended to be sufficient to identify the class and to illustrate the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Good knowledge of veterans benefits – local, state and federal;
Good knowledge of local social agencies who provide services to veterans and their dependents;
Good knowledge of clerical methods used in keeping fiscal accounts and records;
Knowledge of office terminology and equipment;
Knowledge of administrative procedures;
Ability to empathize and be sensitive to the needs and problems of veterans;
Ability to communicate at the delivery level of human services;
Ability to maintain good interpersonal relationships.

MINIMUM QUALIFICATIONS

Bachelor's degree and one (1) year of human services assistance experience

-OR-

Two (2) years of college (sixty (60) credit hours) and two (2) years of human services assistance experience

-OR-

Four (4) years of human services assistance experience.

Volunteer experience is acceptable on the basis of two (2) years of volunteer experience for each year of paid experience.

Implemented: January 31, 1985

Revised: July 12, 1989

Saved to system: June 14, 2006


Personnel Director