

DEPUTY DIRECTOR OF VETERANS SERVICE AGENCY

DISTINGUISHING FEATURES OF THE CLASS: The Deputy Director of Veterans Service Agency has all of the powers and duties of the Director of Veterans Service Agency, including but not limited to the power to act for and in place of the Director in their absence or inability to act. Assists veterans and their dependents in all phases of veterans' issues and informs them of various benefits to which they are entitled. The work is performed under the administrative direction of the Director of Veterans Service Agency. Supervision may be exercised over one or more subordinates. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Observes, reviews, and participates in all functions of the Department; Interviews veterans and/or dependents and may explain applicable provisions regarding claims and benefits; Assists claimants in filing applications for disability benefits, out-patient medical treatment, hospitalization, insurance, death and burial benefits, education, job assistance, housing, bonuses, tax exemptions, and allied veterans problems; Secures documentary evidence necessary for the proper presentation of claims and represents veterans and claimants before various boards of officials; May participate in house calls to incapacitated, and arrange for transportation of sick, disabled, or incompetent veterans to Veterans Administration or local hospital; May consult with doctors, local veterans organizations, Red Cross, Salvation Army and other community agencies in matters pertaining to claimant's rights and benefits; Attends conferences held by Veterans Administration and other government agencies; Helps to prepare annual budgets; Prepares correspondence and processes a variety of forms; Maintains contact with public and private welfare agencies and interest groups.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of federal, state, and local laws and regulations relating to veterans benefits and services; Good knowledge of the forms, methods, procedures and records involved in the processing of veterans' benefit claims; Working knowledge of counseling techniques; Ability to establish and maintain good public relations; Ability to express ideas clearly and concisely; Ability to plan, organize, and supervise the work of others; Interest in veterans' problems; Integrity; Good judgment; Resourcefulness; Tact; Good physical condition.

MINIMUM QUALIFICATIONS:

- A. A veteran as defined in section 350 of Executive Law, AND
- B. Graduation from high school or possession of a New York State equivalency diploma, AND
- C. Two years of business, personnel, or administrative experience, preferably with veterans or members of the armed forces, in giving counsel and assistance to individuals regarding personal, legal, financial, or placement problems; OR
- D. Graduation from a 2-year college with a degree in business, administration, personnel management, behavioral sciences, or related field.
- E. An equivalent combination of training and experience as indicated in A, B, C or D above.

SPECIAL REQUIREMENTS: Possession of a New York State driver's license at time of appointment, which must be maintained during employment.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Adopted: 4/27/23