

Jurisdictional Class: Competitive
Non-Competitive for County Service
EEO Category: Officials/Administrators
Revised: 11/13/2025

DIRECTOR OF VETERANS SERVICE AGENCY

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for planning and directing the activities of the County veterans' service program. The work requires a thorough knowledge of Federal, State, and local laws pertaining to veterans' benefits, regulations and procedures established by the Veterans Administration and other Federal agencies. Supervision is exercised over subordinate staff. The work is performed without supervision, in accordance with general policies. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Determines needs for, develops, and implements outreach programs for veterans;
Directs subordinates in advising and processing of claims for benefits such as educational assistance, medical care, pensions, insurance, service-connected disabilities, death and dependency compensation;
Acts as liaison with various Federal, State and local agencies relative to claims and benefits to which veterans and their dependents are entitled;
Reviews pending legislation on veterans' issues to keep informed of current trends and initiatives;
Advises associated public and private agencies of changes in laws and regulations affecting veterans;
Prepares news releases describing new programs or changes to existing veterans' programs;
Prepares the agency budget and operational reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of Federal, State, and local laws and regulations relating to veterans' benefits and services; thorough knowledge of resources available to veterans and dependents; thorough knowledge of administrative procedures as applied to the Veterans Service Agency; ability to supervise, train, and plan the work of subordinates; ability to prepare budget; ability to establish and maintain effective working relationships with veterans, their families, and veterans' organizations; ability to prepare press releases.

MINIMUM QUALIFICATIONS: Candidates must be an honorable discharge veteran **AND** Either:

Open Competitive Qualifications:

- (A) Possession of a Bachelor's Degree **AND** one (1) year of staff administrative experience, including budgeting and planning; **OR**
- (B) Possession of an Associate's Degree **AND** three (3) years of staff administrative experience, including budgeting and planning; **OR**

Continued...

Promotional Qualifications:

Candidates must have permanent, full-time, status for a period of **thirty-six (36) months as a Senior Veterans Service Officer or sixty (60) months as a Veterans Service Officer** in the Oneida County Department of Family and Community Services.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTES:

1. New York State Executive Law, Section 357, requires that an individual appointed as director of local veteran's services be a veteran as defined by New York State Statute and is capable of being accredited as a veteran's service organization (VSO) representative as set forth in such section. A veteran is described (Article 17, Section 350 Executive Law) as "a person, male or female, resident of this state, who has served in the active military or naval service of the United States during a war in which the United States engaged and who has been released from such service otherwise than by dishonorable discharge, or is a veteran who served in a time of war and is in possession of a Restoration of Honor Act Decision Letter restoring access to State benefits issued by the Division of Veterans' Services, or who has been furloughed to the reserves."
2. Degree(s) 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 the degree was awarded by an educational institution outside the United States and its territories, the candidate 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>. Candidates will be required to pay the evaluation fee.

Adopted: 03/02/1982

Revised: 03/28/1996, 04/23/1996, 05/25/2006, 04/20/2011, 02/24/2016, 01/16/2020, 03/01/2021, 10/01/2024, 10/29/2025, 11/13/2025

Oneida County Civil Service