

LINN COUNTY CLASSIFICATION

TITLE: VETERANS SERVICES PROGRAM MANAGER

NUMBER: 588

APPROVAL ORDER NUMBER: 2024-129

PAY RANGE: 18

DATE: APRIL 9, 2024

CATEGORY: MANAGEMENT/EXEMPT

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Manage the County's Veterans Service Program. Plan, implement and supervise program goals and objectives. Perform duties of the Veterans Services Officer classification.

SUPERVISION RECEIVED: Works under the direction of the County Administrative Officer who provides administrative direction. Also receives technical advice and program monitoring from State and Federal veteran agencies.

SUPERVISION EXERCISED: Provides supervision to Veterans Services Program staff. Monitors duties and work performance; selects new personnel and provides training and recommends personal transactions.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Manage veterans' service functions to meet County, State and Federal requirements; develop the department's annual budget and control expenditures. Develop and maintain liaison role with other agencies serving veterans and develop effective procedures and practices to assist veterans and dependents.
2. Maintain a variety of records and prepare reports concerning department operations.
3. Conduct a public information program to disburse general information pertaining to veterans' benefits which includes speaking engagements before interested groups and during events.
4. Perform the duties of the Veterans Service Officer classification.
5. Develop and maintain effective, harmonious and reasonable work relationships with others.
6. Maintain regular and predictable work attendance.

OTHER FUNCTIONS: This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in

the essential functions of the job classification.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable).

KNOWLEDGE, SKILL AND ABILITY: Thorough knowledge of current Federal and State legislation pertaining to benefits for veterans and their dependents. Thorough knowledge of programs and activities of other agencies rendering services to veterans. Knowledge of legal documents and processes necessary to substantiate benefit claims.

Basic computer knowledge and the ability to perform computer functions with reasonable skill; considerable knowledge of office practices and procedures, basic business English composition, grammar, spelling and punctuation and knowledge of medical and legal terminology. Skill in the operation of a calculator and other office equipment.

Ability to work independently; ability to make clear and concise reports and recommendations related to activities; ability to establish and maintain harmonious relationships with other employees, county officials and the public; ability to communicate in writing and orally; ability to exercise good judgement and tact and the ability to maintain confidential information. The ability to complete U.S. Department of Veteran Affairs Training, Responsibility, Involvement and Preparation of Claims (TRIP) course and complete a background investigation to obtain Personal Identification Verification (PIV) Card granting access to VA computer system to be HIPPA compliant through the County, Federal and State agencies.

Ability to establish and maintain satisfactory relationships with veterans, veterans' groups and government agencies. Ability to write complete and accurate reports.

EXPERIENCE, EDUCATION AND TRAINING: Graduation from high school or GED, two years of office management, preferable in a government agency, which involves working with the public. Two years of responsible clerical experience providing administrative knowledge, skills and abilities in maintaining records of any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described.

NECESSARY SPECIAL QUALIFICATIONS: Certification and or future certification by the Oregon Department of Veterans Affairs as a fully trained Veterans Service Officer. Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in an office environment. Work requirements include the ability to see, talk and hear; sit and move about; use hands to finger, handle or operate objects or controls and reach with hands and arms. The work requires the ability to lift or move thirty (30) pounds.