

# ROWAN COUNTY HUMAN RESOURCES

## JOB DESCRIPTION

**Job Title** : Veteran Services and West End Plaza Director  
**Department:** Veteran Services  
**Revised** : March 2023

**Class** : Official/Administrator  
**FLSA** : Exempt

*This job description supersedes any prior description for the Veteran Services Director classification.*

### **GENERAL DESCRIPTION**

Responsible administrative work directing the County's Veteran Services Department. Work focuses on managing various veteran's programs based upon federal, state, and county policies and regulations. Work is normally performed without immediate supervision; however, the County Manager provides general direction and review of work through periodic conferences and by analysis of program accomplishments. Directs the activities of a number of skilled and custodial employees, both full and part-time.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Directs and supervises the functions of the Veteran Services Department to include, but not limited to: filing claims for compensation, pension, use and security of local files, local electronic files, proper use of the Veterans Benefit Management System (VBMS), processing of vehicle license plate, hunting and fishing license and property tax exemption service requests, and oversight of release of documents with personal identifying information (PII) and personal health information (PHI).

Supervises and trains departmental staff; interviews, hires, evaluates performance, and administers disciplinary actions for Veteran Services and West End Plaza staff supervised.

Oversees eligibility determination for veteran's benefits and the assistance to veterans, widows of veterans, dependent parents of veterans, and children of veterans in preparing applications to the Veterans Administration, Department of Defense, and North Carolina Division of Veterans Affairs for various benefits.

Counsels and advises clients about veteran's benefits in person, by email, and by telephone.

Assists veterans in completing claim forms and clarifies various claim problems by contacting federal and state veteran agencies representatives, discussing the problems and resolving the problems.

Enters data into Vetraspec data base, and monitors and retrieves information from the Veteran's Administration database (VBMS).

Attends various veterans organizational meetings and outreach events; represents the Veterans Service Office on the Rowan County Veterans Service Council.

Approves purchases and purchase orders for equipment, tools, supplies, and materials pertinent to West End Plaza.

Manages the West End Plaza and all coordinating events assistance requests from the Special Events Manager.

Maintains a variety of records; prepares a variety of reports.

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Prepares the annual departmental budget; monitors and controls approved budgetary expenditures.

### **OTHER JOB FUNCTIONS**

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Extensive knowledge of HIPPA, privacy laws, federal and state policies, procedures, and regulations pertaining to the various veterans service programs.

Thorough knowledge of resources available for assistance to veterans, widows of veterans, dependent parents of veterans, and children of veterans.

Skill in the use of various computer software programs.

Thorough knowledge in the areas of planning, budgetary development and controls.

Ability to instruct, organize, direct, and manage departmental staff.

Ability to interpret, explain, and apply policies, procedures, and regulations to specific operating programs.

Ability to effectively communicate orally and in writing.

Ability to establish and maintain effective working relationships.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work includes extended periods of time viewing a computer video monitor and operating a keyboard. Work includes operation of a motor vehicle. Employee is not substantially exposed to adverse environmental conditions or hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's Degree from an accredited college or university in Business Administration, Public Administration or related field and two years of experience related to Veteran Service Programs; or an Associate's Degree from an accredited college in a related field and four years of related experience. Possession of or ability to obtain a North Carolina Division of Veterans Affairs certification as a Veteran Services Officer within one year of employment. PC skills and a valid driver's license are required. National Association of County Veteran Service Officers accreditation and Veteran Support Specialist preferred. A Veteran is preferred.

**This job description does not create an employment contract,  
implied or otherwise**