



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424
www.co.ontario.ny.us ~ ~ (585) 396-4465

Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful

Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community

JOB OPENING NOTICE

JOB POSTING #: _____ **POSTING DATE*:** FROM: _____ TO: _____

JOB TITLE: _____

RATE OF PAY: _____

LOCATION: _____

MINIMUM QUALIFICATIONS AS SHOWN ON JOB DESCRIPTION

APPLICATION DEADLINE / LAST FILING DATE*: _____

* Last filing date established for an announced exam always supersedes posting date.

HOW TO APPLY: All applications must be received through the [Ontario County Civil Service Employment Portal](#).

Ontario County is an Equal Opportunity Employer and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status, disabilities or, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

Rev. 7/22/2020

VETERANS SERVICE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: This position assists the Director in a variety of assignments which involve providing services to veterans, their dependents, and families. Work is performed under the general direction of the Director. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Interviews clients and obtains information required to determine eligibility for various benefits and programs;
 Makes home visits to gather information regarding client needs;
 Prepares applications or forms required for submission of claims for benefits or assistance;
 May transport veterans for specific services;
 Provides outreach services and may act as liaison between departments, units, and other county, state, federal agencies or organizations;
 Assists in arranging supportive services for veterans, their dependents/families;
 Compiles and maintains case records and a variety of statistical and narrative reports relating to veterans or programs;
 May include determination and verification of eligibility for benefits and services, assisting clients in accessing and providing supportive services.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of interviewing techniques; working knowledge of various Local, State and Federal Laws, Rules and Procedures relating to veterans' affairs and programs; working knowledge of needs and problems unique to veterans, dependents and their families; ability to establish and maintain effective working relationships with clients, other agencies, and co-workers; ability to communicate effectively, both orally and in writing; ability to recognize needs for service referrals; ability to understand oral and written instructions; patience and understanding; tact, resourcefulness and good judgment; physical condition commensurate with the demands of the position.

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma AND two (2) years of full-time, paid experience, or its part-time equivalent, in a position providing direct services to clients in a public or private agency.

NOTE: Study in a regionally accredited college or university registered by the State of New York may be substituted for the experience on a year-for-year basis.

SPECIAL REQUIREMENT AT TIME OF APPOINTMENT: Candidate must be an honorably discharged veteran. (Verified by submission of a copy of military discharge/separation papers, Form DD214 or other official documentation, indicating dates of active service and character of discharge or release).

SPECIAL REQUIREMENT FOR APPOINTMENT: Possession of a valid New York State Operator's license at the time of appointment, and maintenance of such license throughout the tenure of employment in the position.

APPROVED: SEPTEMBER 3, 1993

REVISED: DECEMBER 31, 2016

CIVIL SERVICE CLASSIFICATION: (1) COUNTY POSITION – COMPETITIVE
 (1) COUNTY POSITION – NON-COMPETITIVE