



Montgomery County Veterans Service Commission

Position Description

JOB TITLE: Executive Director

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| EMPLOYMENT STATUS: | Full-time | REPORTS TO: | Veterans Service Commission |
| FLSA STATUS: | Exempt | EXEMPTION TYPE: | Executive |

DISTINGUISHING JOB CHARACTERISTICS

Manages, plans and directs Veterans Service Office operations and work activities pursuant to Title 5901 ORC and policies set by the Veterans Service Commission. The Executive Director reports directly to the Veterans Service Commission.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Employees are expected to perform essential duties to performance standards. As needed, reasonable accommodations will be made for otherwise qualified employees with disabilities that are covered by the Americans with Disabilities Act (ADA), in so far as the accommodation does not create an undue hardship on the Montgomery County Veterans Service Commission.

Manages veteran services provided by the Office in compliance with applicable laws and regulations. Ensures work and services comply with established quality and service standards. Manages contracts entered into by the office.

Develops annual budget for submission to County Commissioners, and monitors and manages approved budget within budgetary constraints. Reviews and approves monthly, quarterly, and annual financial reports. Initiates and responds to internal and external audits, and forecasts and projects impact of expenditures.

Establishes and implements policies and procedures for the administration of Veteran Service Office.

Assesses the needs of the veterans, the community, department personnel, and others. Evaluates organizational effectiveness and plans, prioritizes service needs consistent with the agency's mission, and implements changes as needed to remain current and to effectively serve veterans.

Leads, manages, directs and coordinates Veterans Service Office personnel. Delegates, oversees and manages work from an executive level. Administers employee discipline, monitors employee performance, and establishes a productive and cooperative work culture.

Negotiates bargaining unit contract on behalf of management, and administers negotiated labor contract.

Maintains quality control processes in delivery of all services. Provides pre-service, entry level and continuing training for all staff, including required and needed State and Federal training for Veteran Service officers.

Sets and enforces policy and procedure to ensure safety of employees, clients and the public.

Establishes outreach programs with other agencies to enhance available services to veterans within the County, such as Veterans Treatment Court, Veteran memorial activities and social service referrals. Develops and maintains effective and collaborative working relationships with community resources, officials and other job contacts.

Manages facilities and equipment. Directs acquisition of equipment hardware and software. Establishes policy and approves procedures to protect government property, and safeguards information contained within databases and office files.

Reviews special financial assistance application and make decision for disposition of application.

Responds to and appropriately addresses difficult client complaints.

Handles indigent burials request with dignity.

Maintains confidentiality of confidential and sensitive information.

Performs job responsibilities in accordance with the Commission's policy, procedures and contracts as applicable, and in compliance with ORC 5901, and other applicable Federal, State and local laws and regulations.

Maintains the highest level of integrity and professionalism in all aspects of job performance.

Keeps abreast of current trends and practices in the field. Attends and participates in required trainings on topics relevant to the job.

Works assigned schedule, exhibits regular and punctual attendance and works outside of normal schedule as required.

OTHER DUTIES AND RESPONSIBILITIES

Performs other duties as assigned.

SCOPE OF SUPERVISION

All supervisory and non-supervisory staff employed by the Commission.

EQUIPMENT OPERATED

Computer, telephone, copier, fax, and other general office equipment. Personal vehicle.

CONTACTS WITH OTHERS

Veteran clients and family members, elected officials, Common Pleas Court personnel, coworkers, commission members, social service agency representatives, Veterans Administration, general public, and other internal and external job contacts.

CONFIDENTIAL INFORMATION AND DATA

Federal, State, County and local databases; elected official business, Veteran's Information Management System, Veteran Service Commission business, and other confidential or sensitive information.

RECORDS

Reports for Ohio Department of Veteran Services and the Veterans Administration Soldiers and Sailors Assistance. Various management reports. Annual budget report.

WORKING CONDITIONS

Good office working conditions when working in the office. When working within other agencies, the employee is exposed to conditions within those agencies.

USUAL PHYSICAL DEMANDS

The following demands are typically used and exhibited by employees when performing this job's essential duties and responsibilities. They are not, and should not be construed to be qualification standards. Rather, they are illustrated to help the Commission, and an otherwise qualified employee or job applicant with an ADA disability, identify essential job duties that need to be reasonably accommodated, and the type of appropriate reasonable accommodation which may be available which does not create an undue hardship on the Montgomery County Veteran Service Office.

The employee frequently converses verbally with others in person and by telephone. The employee occasionally exhibits digital dexterity and eye-hand coordination when working on the computer. The employee frequently sits for extended periods of time, and occasionally walks. Vision demands include close, relatively detailed vision when using a computer screen, and performing other tasks. The employee regularly sits in a vehicle for periods of time while driving to and from various locations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: leadership; executive management principles and practices, veteran services; ORC 5901; budget management, public administration, human resource management practices; labor contract negotiation strategies; Ohio public sector collective bargaining process and requirements.

Ability to: apply leadership and executive management principles to practical work situations; develop and maintain effective working relationships with client veterans and other job contacts; develop collaborative working relationships with community resources; develop a productive and cooperative work culture; problem solve; communicate effectively in both oral and written form; analyze complex data and form viable conclusion; work collaboratively, effectively and respectfully with coworkers.

Skill in: application of job-related software including Microsoft Suite, Veteran’s information management system (VIMS), and financial database.

QUALIFICATIONS

Applicable laws or regulations require that employees assigned to some jobs attain a specific level of education, experience, or training, and license or certification. For other jobs, a combination of various levels and types of education, experience, training, and license or certification may qualify a person to perform essential duties of this position. Qualifications specified for this position are:

Education, Experience and Training

Bachelor’s Degree in business, public administration or a related field. A veteran of the US Armed Forces as defined in Title ORC 5901, and 5 years experience in Veteran Services, including training or experience in management of others.

Employees are provided the opportunity to participate in training and education programs. Some training programs may be mandatory and others are optional. These opportunities may include on-the-job training, self-study, seminar, in house programs and in service programs.

Licenses or Certifications

State Motor Vehicle Operator’s License.

Additional Qualifications

Upon conditional hire into this position, and as a condition of continued employment, each employee is required to submit to and pass a drug test, criminal background check, and be insurable under the Commission’s driving insurance provider guidelines.

Ability to document personal identity and employment eligibility within three days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act (I-9) requirements.

POSITION DESCRIPTION APPROVAL

_____ / ____ / ____
Commission President Date

EMPLOYEE UNDERSTANDING

I understand and acknowledge by signing below, that this position description is not contractual, and does not state or imply that these are the only duties and responsibilities to be performed by me. I understand that I am required to follow instructions and perform any duties required by my supervisor. I further understand that these job duties may change based upon needs of the Commission.

I understand that I am required to perform all job duties and responsibilities to performance standards as a condition of my employment.

I also acknowledge by signing below that this position description has been reviewed with me, and I have been given sufficient opportunity to ask questions and clarify understanding regarding my job duties and responsibilities and performance expectation and standards.

Employee

____/____/____
Date