

VENTURA COUNTY, HUMAN SERVICES AGENCY INVITES APPLICATIONS FOR:

**Ventura County Veterans Services Officer
0095HSA-20AA (PB)**

An Equal Opportunity Employer

SALARY RANGE (approximate)

\$36.64 - \$48.86 Hour \$6,350.91 - \$8,468.72 Monthly \$76,210.98 - \$101,624.59 Annually

This posting is for the Ventura County Human Services Agency; vacancy location is Ventura and may require travel throughout Ventura County and neighboring counties.

POSITION INFORMATION

Under general administrative direction, plan, organize and direct the activities and operations of the County Veterans Services Office. The Veterans Services Officer represents the County in speaking on behalf of the Veterans Services Office, and advocating for the County's veteran population and their dependents to secure funding for veterans services.

HS Veterans Services Officer differs from the HS Veterans Claims Officers in that the former assumes full management responsibility for strategy, planning, implementation, and evaluation of operations and service delivery; and may be assisted by the Veterans Program Coordinator in the daily supervision of staff activities.

The ideal candidate must be a military veteran who served honorably in the Armed Forces of the United States, with extensive experience managing and supervising staff and unit/program operations, and professional-level administrative experience providing advisement and guidance to active duty military personnel and/or veterans in a military environment or veterans services office. The ideal candidate will have excellent written and verbal communication skills, and experience speaking on behalf of and advocating for veterans and their dependents. Additionally, the ideal candidate will be well-informed on federal, state and local laws and regulations governing veterans' rights, benefits and obligations, and have a comprehensive understanding of governmental agencies/departments and community-based organizations devoted to veterans affairs.

PAYROLL TITLE: HS Veterans Services Officer

EDUCATIONAL INCENTIVE: Some positions may be eligible for an educational incentive of 2.5%, 3.5%, or 5% based on completion of an Associate's, Bachelor's, or Master's degree that is not required for the classification.

BILINGUAL INCENTIVE: Incumbents may also be eligible for bilingual incentive pay depending upon

operational needs and certification of skills.

HS Veterans Services Officer is a Management classification and is not eligible for overtime compensation. Incumbents in this classification are eligible for benefits at the MB4 level.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

- Plans, organizes and supervises the activities of the Veterans Services Office providing advocacy, assistance, and representation to the County's veteran population and their dependents.
- Supervises staff which may include veterans, social services, clerical and related personnel in the preparation, development and operation of Veterans affairs.
- Designs effective work processes and monitors program performance outcomes to meet agency goals and objectives.
- Analyzes and determines the impact of new/revised federal and state legislation and regulations regarding veteran assistance programs; recommends change to policies and procedures in order to comply with legislation/regulations; implements changes.
- Markets the services of the program; establishes and maintains effective internal and external customer service program.
- Establishes and maintains relationships with veteran organizations and federal, state and local agencies to promote and protect veteran interests; manages and provides oversight to the Ventura County Veterans Collaborative (VCVC); serves on advisory boards, committees and other coalitions on behalf of the target group.
- Represents the County in contracts with other governmental or community agencies and/or the public.
- Prepares and delivers presentations to the Board of Supervisors, other agencies and organizations, and the public.
- Participates in securing funding for Veterans Services; researches, writes, and applies for grants; prepares budgets and monitors performance and expenditures for the administration of grants and other funding sources.
- Prepares required reports and activity/work measurement reports; compiles and analyzes financial and statistical information to improve operations and/or change service delivery methods.
- May assist Veterans Claims Officers in resolving difficult cases with Veterans Administration officials; and may maintain a moderate client caseload.
- Performs other related duties as assigned.

TYPICAL QUALIFICATIONS

These are entrance requirements to the examination process and assure neither continuance in the process nor placement on an eligible list.

EDUCATION, TRAINING and EXPERIENCE

To qualify for this classification, an individual must possess any combination of experience, education and training that would likely produce the required knowledge, skills and abilities.

An example of a qualifying experience/education/training is:

Five (5) years of progressively responsible experience related to planning, budgeting for, and managing the activities of a military, governmental or veterans services office which must include:

- Two (2) years of experience providing counseling and guidance to active duty military and/or veterans; and
- Two (2) years of experience supervising staff.

NECESSARY SPECIAL REQUIREMENTS

- In accordance with the California Military Veterans Code, the person filling this position must be a Veteran of the Armed Forces of the United States.
- Must be accredited with the U.S. Department of Veterans Affairs; if not accredited at the time of hire, incumbent is expected to fulfill all requirements to obtain accreditation within six (6) months of hire.
- This position will require travel and therefore possession of a valid California driver license is required.

HIGHLY DESIRED

- A Bachelor's degree in Business Administration, Public Administration, or a related field
- At least three years' management, supervisory, or professional-level administrative experience providing advisement and guidance to active military personnel and/or veterans in a military environment or veterans services office
- Experience speaking and advocating for veterans and their dependents, and working with government agencies/departments and community-based organizations devoted to veterans affairs
- Experience researching, interpreting and analyzing federal, state and local legislation and regulations governing veterans' rights, benefits and obligations
- Experience securing funding; researching, writing and applying for grants; and preparing budgets and monitoring performance and expenditures for the administration of grants and other funding sources

Knowledge, Skills, and Abilities:

Working to thorough knowledge of: state, federal and local laws relative to veterans' rights, benefits, and obligations; government agencies/departments and community-based organizations devoted to veterans affairs; counseling techniques; accepted supervisory principles and practices; business and management principles involved in planning, resource allocation, leadership techniques and the coordination of people and resources; principles of organization, and project and time management techniques and tools; principles and methods of budget preparation, administration, and monitoring for grants, contracts and other funding sources.

Skill to communicate effectively both verbally and in writing.

Ability to: supervise staff, and plan, direct and evaluate the work of subordinate staff; establish and maintain effective working relationships with officials, subordinates and the public; lead teams, and manage and administer projects; analyze the implications of new information such as legislation, draw logical conclusions, make appropriate recommendations, and develop/revise policies and procedures accordingly; exercise independent judgment, organize and prioritize work assignments, and implement assigned goals; perform statistical analysis, provide data interpretation and analytical reports.

RECRUITMENT PROCESS

FINAL FILING DATE: Applications must be received by County of Ventura Human Resources in Ventura, California, no later than 5:00 p.m. on Friday, **November 20, 2020**.

(The closing date for this recruitment has been extended; original closing date was November 10, 2020.)

To apply online, please refer to our web site at www.ventura.org/jobs. If you prefer to fill out a paper application form, please call (805) 654-5129 for application materials and submit them to County of Ventura Human Resources, 800 South Victoria Avenue, L-1970, Ventura, CA 93009.

Sufficient information must be provided under the Education/Work Experience portion of the application and supplemental questionnaire to thoroughly and accurately demonstrate your qualifications in order to determine eligibility. **A resume may be attached to supplement your responses in the above sections; however, it may not be substituted in lieu of the application.**

SUPPLEMENTAL QUESTIONNAIRE - qualifying: All applicants are required to complete and submit the questionnaire for this exam AT THE TIME OF FILING. The supplemental questionnaire may be used throughout the exam process to assist in determining qualifications for the position. Failure to complete and submit the questionnaire may result in removal of the application from further consideration.

APPLICATION EVALUATION - qualifying: All applications will be reviewed to determine whether the stated requirements are met. Applicants meeting the stated requirements will be invited to continue to the next step in the examination process.

TRAINING and EXPERIENCE EVALUATION: A Training and Experience Evaluation (T&E) is a structured evaluation of the job application materials submitted by a candidate, including the written responses to supplemental questions. The T&E is a method for determining the better qualified applicants among those shown to meet the stated requirements. Using a T&E, applicants may be scored or ranked according to criteria that most closely meet the business needs of the department. When the pool of candidates is exceptionally strong and large, candidates are typically scored or ranked in relation to one another; consequently, some qualified candidates may receive a score or rank which is moderate or lower resulting in them not being advanced in the process.

ORAL EXAMINATION - 100%: A job-related oral examination may be conducted to evaluate and compare participating applicants' knowledge, skills, and abilities in relation to those factors which job analysis has determined to be essential for successful performance of the job. Applicants must earn a score of seventy percent (70%) or higher to qualify for placement on the eligible list.

NOTE: The selection process may consist of an Oral Exam, which may be preceded by or replaced with the score from a Training and Experience Evaluation (T&E), contingent upon the size and quality of the candidate pool. In a typical T&E, your training and experience are evaluated in relation to the background, experience and factors identified during a job analysis as needed at the time of hire for successful job performance. **For this reason, it is recommended that your application clearly show your relevant background and specialized knowledge, skills, and abilities. It is also highly recommended that the supplemental questions be completed with care and diligence.**

If there are three (3) or fewer qualified applicants, an oral exam may not be conducted. Instead, a score of seventy percent (70%) will be assigned to each application, and each applicant will be placed on the eligible list.

Candidates successfully completing the examination process may be placed on an eligible list for a period of one (1) year. The eligible list established from this recruitment may be used to fill present and future regular, temporary, fixed-term, intermittent, and extra-help vacancies. There is currently one Regular vacancy.

BACKGROUND INVESTIGATION: A thorough pre-employment, post offer background investigation which may include inquiry into past employment, education, criminal background information and driving record may be required for this position.

For further information about this recruitment, please contact Patty Booker by email at patty.booker@ventura.org or by telephone at (805) 477-5114.

Ventura County Veterans Services Officer Supplemental Questionnaire

Please respond to the following questions. Your responses will give us additional information about your experience and background related to this position, and will be used in the selection process. Please be as concise and specific as possible; clarity of expression and ability to follow instructions will be considered in the evaluation process.

1. Are you a Veteran of the Armed Forces of the United States with a DD Form 214 which indicates you served honorably in the United States Armed Forces?

- Yes
 No

2. Do you possess or have the ability to obtain and maintain a valid California driver license?
- Yes
 - No
3. Please indicate the highest level of education you have completed.
- No high school diploma or GED
 - High school diploma or GED
 - 1 to less than 60 semester units of college course work
 - 60 or more semester units of college course work, but no degree
 - Associate's degree
 - Bachelor's degree
 - Master's degree or higher
4. Please indicate the major field of study for the highest level of education you indicated above.
- Public Administration
 - Business Administration
 - Other field of study closely related to this position
 - Other field of study not related to this position
 - None
5. If you selected "Other field of study closely related to this position" in the question above, please indicate the field of study for your highest level of educational achievement, and how it relates to this position. (Indicate "N/A" if not applicable.)
6. Which option below best describes your full-time progressively responsible experience related to planning, budgeting for, and managing the activities of a military, governmental or veterans services office?
- (NOTE: Full time is considered 40 hours per week; anything less than that must be prorated.)
- None
 - 0 to less than 1 year
 - 1 to less than 2 years
 - 2 to less than 3 years
 - 3 to less than 4 years
 - 4 to less than 5 years
 - 5 to less than 6 years
 - 6 to less than 7 years
 - 7 to less than 8 years
 - 8 to less than 9 years
 - 9 to less than 10 years
 - 10 or more years
7. Please describe your professional-level experience providing counseling and guidance to active-duty military and/or veterans. Include the employer(s) and your job title(s), the dates and length of time you performed these duties, and provide a detailed description of your duties and responsibilities. Be thorough in your response to demonstrate the scope of your experience in this area.
8. Please describe your experience managing and/or supervising staff and operations in a military environment or veterans services office dedicated to providing advisement and guidance to active-duty military personnel or veterans. Include the employer(s) and your

job title(s), the number and level of employees supervised, and provide details about your duties and responsibilities to illustrate the scope of your supervisory/management experience.

9. Please describe your knowledge of community resources and social services programs available for veterans, and your experience advocating for veterans and their dependents. Also, describe your experience working with government agencies/departments and community-based organizations devoted to veterans affairs. Be thorough in your response to demonstrate the depth of your knowledge and scope of experience in this area.

10. Please describe your experience researching, interpreting and analyzing federal, state and local laws and regulations governing veterans' rights, benefits and obligations. Be thorough in your response and provide detailed examples to illustrate the depth of your knowledge and understanding, and the scope of your experience in this area.

11. Please describe your experience securing funding sources and working with grants. Include your experience researching, writing and applying for grants, and your experience preparing budgets and monitoring performance and expenditures for the administration of grants. Be thorough in your response and provide detailed examples to illustrate the scope of your experience in this area.