

EMPLOYMENT OPPORTUNITY
Town of Lexington



We are currently accepting applications for the Full Time position of:

Veterans Services District Director
Lexington and Bedford
Department of Human Services

Starting Salary Range: \$51,387 - \$68,667
Excellent Benefits Package

**The REQUIRED Town of Lexington application form and cover letter must be received in the
Town's Human Resource Department
by Friday, October 10, 2014.**

GENERAL SUMMARY:

Under the general direction of the Town Manager and Human Services Director, the Veterans' Service Director will serve as the primary advocate for veterans & their families and deliver essential services to the veterans and their eligible dependents residing in Lexington & Bedford.

ESSENTIAL JOB FUNCTIONS:

- ◆ Works with community and governmental agencies in establishing and coordinating programs for veterans. Including accessing VA benefits and employment assistance through Massachusetts career centers and the US Department of Labor workforce training programs.
- ◆ Receives all applications for veterans' benefits and shall make the initial determinations of eligibility; forward request for authorization for reimbursement to the Secretary of DVS; pay benefits and prepare and submit monthly returns of veterans' benefits to the District for proportional reimbursement.
- ◆ Establishes effective working relationships with applicants, recipients, other agencies and the general public.
- ◆ Works in conjunction with the Human Services Department to prepare and administer budgets and other financial reports.
- ◆ Administers the day to day operations of the Veterans' Services Offices in Lexington and Bedford.
- ◆ Serves as the Municipal liaison to the Department of Veteran Service and any other entity that supports veterans and their families.
- ◆ Meets and provides information and assistance to veterans and their dependents to assess and understand veterans needs and well-being; provides information and assistance regarding available benefits and service, including but not limited to, G.I. benefits, health and human services, education assistance, home purchases, pensions, reemployment rights, civil services, hospitalizations, tax exemptions and adjudication of claims against the government. Also advises veterans and family members of nonveteran benefits for which they may be eligible, including but not limited to, social security, welfare and vocational rehabilitation.
- ◆ Must have a working knowledge of M.G.L. c.115, pertaining to the responsibilities of the Director of Veteran Services and Title 38 of the Federal Code as it relates to veteran's regulations.
- ◆ Prepare case histories; generates reports; produces correspondence; monitor social welfare benefits; completes record keeping; and verifies medical and related bills.
- ◆ Coordinates and offers staff support to the Lexington Monuments & Memorials Committee.
- ◆ May be required to attend and speak at District Veteran Ceremonies.
- ◆ Maintains a secure repository of military service records and discharges for veterans living in the District; forward copies as appropriate.

- ◆ Serves as the Veterans' Burial Agent and works with District community Cemetery officials to ensure Communities are in compliance with M.G.L.'s and policies regarding proper interment and care of veterans' graves.
- ◆ Conducts public outreach to make the eligible veteran population aware of current laws
- ◆ Coordinates and assists Community Groups & Committees in the observance of Memorial Day and Veterans' Day in the District
- ◆ Visits local hospitals, long-term care facilities and Veterans' Administration Hospitals to insure needs of hospitalized veterans are being met.

SUPERVISORY RESPONSIBILITY: Oversees one (1) part time Veterans' Services Officer.

MINIMUM EDUCATION & EXPERIENCE:

- ◆ College degree preferred with two (2) years of increasingly responsible human services experience. Bachelor's degree in administration, business or social work preferred.
- ◆ Must be a veteran pursuant to M.G.L., Chapter 4, Section 7 and appointed under Section 3 to disburse veterans' benefits.
- ◆ Possession of a Class D Massachusetts motor vehicle operator's license is required and must have access to a person vehicle for travel between the Towns and home visits to Veterans.
- ◆ Veterans Service Officers Certification the Commonwealth of Massachusetts preferred, but must be obtained within 90-days of employment.

QUALIFICATIONS:

Knowledge of:

- ◆ Modern office procedures, methods, and computer equipment.
- ◆ Business letter writing and basic report preparation techniques.
- ◆ English usage, spelling, grammar and punctuation.
- ◆ Principles and procedures of filing and other office support activities.
- ◆ Principles and practices of municipal budget preparation and administration.
- ◆ Basic accounting and purchasing processes.
- ◆ Principles and procedures of confidential record keeping.
- ◆ Effective customer service practices.
- ◆ Advanced techniques of social services programs.
- ◆ Pertinent Federal, State, and local laws, codes, and regulations.

Ability to:

- ◆ Perform administrative support services and efficiently coordinate multiple tasks and projects.
- ◆ Perform basic financial activities.
- ◆ Prepare clear and concise administrative and program reports.
- ◆ Operate computer and various software necessary for performing assigned duties.
- ◆ Work independently in the absence of supervision.
- ◆ Use good judgment and personal initiative in the performance of duties.
- ◆ Ability to communicate effectively both verbally and in writing; to establish positive public relations for the District communities and office; and to interact effectively with a wide variety of people including Town officials, veterans, community organizations, the media, and general public.
- ◆ Establish goals and objectives for the office, meet deadlines and complete projects.
- ◆ High-functioning public relations and customer service skills which involves close contact with the public, including upset customers.
- ◆ Analyze and interpret military and medical records to establish entitlements to service-related benefits.
- ◆ Interpret and explain Federal and State benefits, programs and legislation to interested groups and potential benefits recipients.

- ◆ Utilize social media and other communication vehicles to enhance outreach to veterans.

WORKING CONDITIONS & PHYSICAL DEMANDS:

- ◆ Work is performed in a normal office environment not subject to extremes of noise, temperature, odor, etc. Operates computer, printer, photocopier, fax machine, postage machine, safe and other office equipment. Work requires extended periods of sitting, reaching, typing, and mousing, which requires eye-hand coordination and finger dexterity. May occasionally require lifting and/or moving objects up to 25 pounds.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

APPLICATION PROCESS

All applicants are **required** to complete a Town application form, available from the Internet at www.lexingtonma.gov, email jobs@lexingtonma.gov, calling (781) 698-4593 or by visiting the Human Resources Department. Resumes may be attached to the application form as additional information, but cannot serve as a substitute for completing the required application form.

CORI screening is required.

The Town reserves the right to modify the application deadline, and/or accept applications after the deadline, to best serve the interest of the community.

After the deadline all applications will be reviewed and the most highly qualified candidates will be invited to one or more interviews. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Individuals who need accommodations in order to participate in this process should contact the Human Resources Department.

Questions regarding this hiring process should be addressed to the:
Human Resources Department, Town of Lexington
1625 Massachusetts Avenue, Lexington, MA 02420
(781) 698-4593