



**JOB POSTING – February 26, 2024
DEADLINE- Until Filled**

Anticipated start date July 1, 2024

Job Title: Director of Veterans Services

Department: Veterans Services

Reports to: Mayor

Job Summary:

Manages the disbursement of veterans' benefits. Reviews applications for veteran benefits and directs investigations to determine eligibility of claimants. Authorizes payments to veterans and their dependents in the form of burial, hospitalization, medical, annuities, bonuses, and other state sponsored veteran benefits. Educates veteran recipients on benefit entitlements. Collaborates with various social service agencies for alternative sources of income, housing, education, mental health, and quality of life issues for veterans and their dependents. Acts as graves monitor and veteran burial agent. Supervises Deputy Director and Senior Clerk.

Supervisory Responsibilities: Supervise and manage staff within the department

Duties/Responsibilities:

- Oversees the maintenance of veteran records necessary to substantiate eligibility of claimants, to include a permanent record of discharge for Holyoke veterans
- Determines eligibility of applicants in accordance with applicable state and federal laws
- Files applications for benefits with the Department of Veteran Services, Calculates applicant budgets in accordance with MGL Chapter 115 and 108 CMR and performs audits on a bi-annual basis
- Processes annuities for eligible disabled veterans and widow(er)s
- Determines eligibility for abatements involving real estate and excise tax entitlements for disabled veterans and widow(er)s
- Ensures the proper interment of indigent deceased veterans
- Provides information to veterans and their dependents concerning employment, education, housing, fuel assistance, health care, and pensions
- Administers case management reviews and investigations and pursues proper protocol for discovery of fraud resulting in reimbursement of funds
- Performs other duties as a City department head, such as preparing and maintaining a budget.

Required Skills/Abilities:

- In accordance with Massachusetts General Law, Chapter 115, Section 10, the Director of Veteran Services must be an honorably discharged veteran. Knowledge of the military including language and acronyms unique to the Armed Forces.
- VSMIS experience is preferred.
- Ability to read, analyze, and interpret technical procedures and relevant laws and regulations.
- Ability to create reports, business correspondence, and procedures.
- Ability to communicate effectively both orally and in writing, make effective public presentations, and respond to questions from a diverse population including DVS senior staff.
- Ability to perform financial calculations, maintain ledgers, balance budgets, and interpret financial documentation.
- Certification through the State Department of Veterans Services is required within six months of accepting the position.
- Membership in the MA Veterans Services Officer Association and the Western MA Veteran Services Officer Association is highly recommended.

Education, certification, licensure, or other similar requirements:

- Valid MA driver's license.
- Associate's degree in a field related to the duties of the job and two years of related work experience or an equivalent combination of education and experience demonstrating the ability to perform the job duties.

Job Environment:

Work is generally performed in a municipal business office. The job occasionally requires evening or weekend work for veteran related services, requested speaking engagements, veteran organization meetings, conferences or City council meetings.

Please provide proof of eligible veteran's status under honorable conditions (DD214)

Fair Labor Standards Act (FLSA) status: Exempt (Salary)

Employment status & Hours: Regular Full-time employment, 35 hours per week, Monday-Friday, 8:30 a.m. to 4:30 p.m.

Salary/Pay rate: \$ 58,641.06 (minimum) up to \$ 77,552.80 (maximum) per year (PSA-GRADE 10)

Employee Benefits: Health, Dental, Life Insurance, Optional Vision and Flexible Spending Account (FSA) and *Unions Short-term Disability*

How to Apply: Please send resume and cover letter to Personnel@holyoke.org