



**VETERANS PROGRAMS MANAGER**

**Department: Human Services**  
**Job Class #: 390300**  
**Pay Range: Professional 09**

**FLSA: Exempt**  
**Represented: No**

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

**GENERAL FUNCTION:** The Veterans Programs Manager is responsible for overseeing Pierce County veteran's programs including emergency assistance to indigent veterans, or their widows (widowers) and dependents.

**ESSENTIAL FUNCTIONS:**

- Recommend program plans, objectives, goals and strategies. Identify and implement opportunities for improvement and monitor the changes.
- Provide effective leadership and management to assigned staff.
- Interpret, develop and implement policies and guidelines for veterans' programs ensuring compliance with federal, state or local regulations.
- In collaboration with veteran's organizations and community partners strategize and develop best practices and strategies to coordinate efforts and resources.
- Develop and manage the Pierce County Veteran's Resource Center.
- Meet with key leaders and represent Pierce County at state and local veteran events.
- Lead targeted outreach to increase awareness of Pierce County Veterans Programs.
- Conduct surveys, prepare reports and maintain records.
- Maintain oversight and supervision of contracted services.
- Monitor budget and control expenditures.
- Establish and maintain effective working relationships and communication with government agencies, veterans' organizations and service partners.
- May perform the duties of a Veterans' Officer as required.
- Perform other job functions as assigned.

**SUPERVISION RECEIVED AND EXERCISED:** The Veterans Programs Manager reports directly to the Director of Human Services. An incumbent is expected to exercise independent judgment and make decisions within established policies and procedures. This position is responsible for the direct supervision of staff.

**WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:** Work is performed mostly in an office setting requiring sitting for prolonged periods of time. Attendance at meetings or completion of work outside of normal scheduled hours and the ability to travel throughout the local region is required. Must be able to operate a personal computer and related equipment.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- Local veteran's programs in Pierce County and adjacent counties.
- Applicable laws, policies and procedures.
- Principles and practices of social service planning, managing staff, contracting, grant preparation and program evaluation.
- Legislative issues impacting veteran's assistance programs.
- Case management practices and procedures.

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**Skill in:**

- Use of independent judgment and effective decision-making.
- Developing and implementing programs, policies and procedures.
- Budget development.
- Writing and public speaking.
- Collaborating and negotiating.
- Analyzing data.

**Ability to:**

- Analyze situations quickly and objectively and determine a proper course of action.
- Communicate effectively verbally and in writing to audiences of diverse backgrounds.
- Handle difficult and/or emotional situations.
- Multi-task and complete assignments in a timely manner.
- Understand and follow written and verbal instructions.
- Represent Pierce County at high-profile military and veteran's events.
- Perform the essential job functions.

**MINIMUM REQUIREMENTS TO APPLY**

- Pursuant to the Ordinance 2016-89s "Every effort should be made to apply the veteran's preference provided at RCW 73.16.010 to hires supervising programs under this Chapter."
- Four years of progressively responsible work experience directly related to working with indigent veterans, or their widows (widowers) and dependents including at least three years in a management capacity.
- Bachelor's Degree in social work, behavioral or health services, administration or related field.
- Additional education which clearly indicates the ability to perform the essential functions of the position may substitute for the recruiting requirements on a year for year basis.

**SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:**

- Must possess a valid Washington State Driver's license, or the ability to obtain the license within 30 days of employment, or otherwise meet the travel requirements of the position.
- Successful completion of a Pierce County background investigation is required prior to employment.