

Washington County Veterans Service Commission

Position Title: Executive Director

FLSA Status: Exempt (Executive)

Classification: Unclassified (Non-classified) position pursuant to Ohio Revised Code § 5901.06

Reports To: Washington County Veterans Service Commission

Position Overview

Manages, plans, and directs all operations and work activities of the Washington County Veterans Service Office pursuant to Ohio Revised Code Chapter 5901 and the official decisions, policies, and strategic direction established by the public board (the Veterans Service Commission). The Executive Director reports directly to the Veterans Service Commission, serves as the primary administrative officer tasked with executing the board's wishes and directives, and is responsible for ensuring high levels of veteran satisfaction, effective office and personnel management, fiscal accountability, performance measurement, and continuous improvement of services.

The Executive Director is not required to perform County Veterans Service Officer (CVSO) claims duties. However, the Executive Director may perform CVSO claims duties on an as-needed basis to support office operations, **provided that the individual maintains current accreditation and certification under ORC § 5901.07 and applicable federal guidelines.**

Summary of Job Duties

Leadership, Board Governance & Organizational Effectiveness

- Execute and carry out all official actions, policies, resolutions, and directives set forth by the Veterans Service Commission.
- Lead the Veterans Service Office with a primary focus on maximizing veteran and family satisfaction while remaining strictly aligned with the board's vision and intent.
- Assess the needs of veterans, the community, and department personnel; evaluate organizational effectiveness; prioritize service needs consistent with the Commission's mission; and implement changes to remain current and effective.
- Maintain open, transparent communication with Commissioners, ensuring prompt execution of board requests and regular administrative updates.
- Maintain strict compliance with Ohio Ethics Law (ORC Chapter 102) and Ohio Open Meetings and Public Records Laws (ORC § 121.22) in all board interactions and administrative operations.

- Maintain the highest level of integrity and professionalism in all aspects of job performance.
- Respond to and appropriately address difficult client complaints.
- Maintain confidentiality of all personal and sensitive information.

Office & Personnel Management

- Lead, manage, direct, and coordinate all Veterans Service Office personnel.
- Oversee and manage work from an executive level.
- Administer employee discipline, monitor performance, and establish a productive and cooperative work culture.
- Provide and monitor pre-service, entry-level, and continuing training for staff, including required State and Federal training.
- Ensure quality control processes in the delivery of all services.
- **Draft, recommend, and enforce** local operational procedures and enforce board-approved county and commission policies to ensure the safety of employees, clients, and the public.

Policies, Procedures, Metrics & Accountability

- Establish, implement, and maintain written administrative procedures for the Veterans Service Office in compliance with board directives, ORC Chapter 5901, and all applicable Federal, State, and local laws and regulations.
- Ensure applicable Board and County policies are distributed and acknowledged by employees.
- Develop, track, and analyze monthly reports and Key Results Indicators (KRIs) and performance metrics related to service delivery, claims support, financial assistance, outreach, response times, and veteran satisfaction.
- Provide regular KRI and performance reports to the Veterans Service Commission.
- Ensure monthly report and KRI data and summary reports are readily available to Commissioners in a format suitable for reporting to their respective represented veterans service organizations.

Fiscal Management

- Develop the annual budget for submission to and approval by the Veterans Service Commission.
- Monitor and manage the approved budget within established constraints and in accordance with board authorization.
- Review and approve monthly, quarterly, and annual financial reports and provide reports to the Veterans Service Commission.
- Initiate and respond to internal and external audits; forecast and project the impact of expenditures.
- Oversee and process emergency financial assistance / indigent relief requests in accordance with Commission policy.

- Oversee the administration of indigent burial benefits with dignity and in compliance with applicable law and Commission policy.
- Manage contracts entered into by the office.

Outreach & Community Engagement

- Establish and manage outreach programs to enhance available services to veterans within the County.
- Develop and maintain effective working relationships with community resources, other agencies, and job contacts.
- Coordinate participation in community events, resource fairs, memorial activities, and partnerships that connect veterans and their families with needed support.

Facilities, Equipment & Information Management

- Manage facilities and equipment.
- Direct acquisition of necessary equipment, hardware, and software.
- Draft and enforce policies and procedures to protect government property and safeguard information contained in databases and office files.

Other Duties

- Execute all operational directives and related duties as assigned by the Veterans Service Commission.
- Perform all job responsibilities in accordance with Commission policies, procedures, and contracts, and in full compliance with ORC Chapter 5901 and other applicable laws and regulations.
- Keep abreast of current trends and practices in the field of Veterans services.
- Attend and participate in required trainings relevant to the position.
- Work the assigned schedule, exhibit regular and punctual attendance, and work outside of normal hours as required.

Minimum Qualifications and Requirements

- **Military Service:** Must be a veteran of the U.S. Armed Forces as defined in Ohio Revised Code § 5901.06 (honorably discharged or honorably separated).
- **Education:** Bachelor's Degree in business, public administration, or a related field preferred; equivalent combination of education and experience may be considered.
- **Experience:** Minimum of five (5) years of experience in an executive management role, public administration, or a related field, including demonstrated experience in management of others.
- **Knowledge of:** Leadership and executive management principles; public board governance and administrative execution; veterans services; ORC Chapter 5901; budget management; public administration; human resource management

practices; Ohio Ethics Law (ORC Chapter 102) and Ohio Open Meetings / Public Records Laws (ORC § 121.22).

- **Ability to:** Execute board directives faithfully and efficiently; apply leadership principles to practical situations; develop and maintain effective working relationships; analyze complex data and form sound conclusions; communicate effectively in oral and written form; problem-solve; foster a productive and cooperative work culture.
- **Skill in:** Use of standard office software (Microsoft Office Suite) and relevant veterans or financial information systems.
- **Licensure & Certification:** Valid Ohio driver's license and ability to remain insurable under the Commission's or County's vehicle insurance guidelines.
CVSO Accreditation under ORC § 5901.07 is required if performing veteran claims work.
- **Background Check:** Must successfully pass a criminal background check and drug test as a condition of employment.

Physical Demands and Working Environment

- **Physical Demands:** Work is primarily performed in an office environment and requires standard physical abilities associated with executive and administrative work, including prolonged periods of sitting, standing, walking, reaching, talking, hearing, and operating standard computer equipment. Occasional physical effort may involve lifting or moving office supplies or event equipment weighing up to 25 pounds.
- **Work Environment:** Normal office environment with controlled temperatures. Requires local travel to public meetings, county facilities, community outreach events, and periodic statewide travel for mandatory training or conferences. Requires evening or weekend work as necessary to attend official board meetings or community events. As an FLSA Executive Exempt employee, compensation is established on a salary basis to cover all responsibilities regardless of hours worked.