

County of Santa Cruz

INVITES YOU TO APPLY FOR:



VETERANS SERVICES OFFICER

Supplemental Questionnaire Required

Open and Promotional
Job # 25-SR9-01

Salary: \$7,713 – 10,294 / Month

Closing Date: Friday, April 4, 2025

County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.

Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

THE JOB: Under general direction, plan and manage the operations of the Veterans Services Office; participate in a program to provide assistance to veterans and their dependents in obtaining the rights and benefits provided by Federal, State and local legislation; and perform other duties as required. **The list established will be used to fill the current vacancy and it may also be used to fill other vacancies during the life of the eligible list.**

The option for remote work may be available based on the type of work and operational needs, upon successful completion of probation.

THE REQUIREMENTS: Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

Three years of experience in a local, State or Federal government veterans program or a federally recognized veterans service organization counseling veterans on a variety of rights and benefits, at least one year of which must have included administrative responsibilities.

Other Special Requirements: Must be a veteran in accordance with the California Military and Veterans Code.

Knowledge: Thorough knowledge of Provisions of Federal, State and local legislation, rules or regulations relating to all veteran benefits programs and applicable court decisions. Working knowledge of Veterans



Administration claims and appeal practices and procedures; Organizations and activities of the Veterans Administration and other veteran agencies and organizations; interviewing and counseling techniques; principles of administration, supervision and training; community resources and organizations and their functions. Some knowledge of budgeting procedures.

Ability to: Read, Plan, develop and administer a comprehensive program relating to veteran services; train, supervise and evaluate the work of subordinate staff; interpret laws and regulations concerning the rights and benefits of veterans and their dependents and advise and counsel clients accordingly; interview clients; prepare or assist clients in the preparation of appropriate forms and correspondence; assemble, organize and present in written and/or oral form, comprehensive reports containing alternative solutions and recommendations regarding specific resources, plans and policies pertaining to veterans services; establish and maintain cooperative working relationships with diverse groups/populations, department heads, State, Federal and political contacts; speak before large groups of citizens; prepare and monitor a budget.

THE EXAMINATION: Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

HOW TO APPLY: Apply online at www.santacruzcountyjobs.com or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

Women, people of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

Some positions may require fingerprinting and/or background investigation.

VETERANS SERVICE OFFICER – SUPPLEMENTAL QUESTIONNAIRE

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.

1. Are you a qualified veteran as described in the California Military and Veterans' Code? If yes, you must provide a copy of your DD214. Send to: per702@co.santa-cruz.ca.us
2. Describe the experience and skills you possess that would enable you to prepare effective claims and appeals for veterans.
3. Please describe your experience in training, supervising, and evaluating subordinate staff, including the duration of your supervision and the number of employees you managed.
4. Describe experience and skills you possess that would enable you to navigate complex laws, regulations and policies in order to provide benefits, resources and assistance to veterans.

EMPLOYEE BENEFITS:

VACATION – 16 days 1st year, increasing to 31 days per year after 15 years of service. Available after 1 year of service.

ADMINISTRATIVE LEAVE – One week advanced upon appointment; two weeks accrued each year; can be taken in cash or time off.

HOLIDAYS – 14 paid holidays per year.

SICK LEAVE – Six days per year.

BEREAVEMENT LEAVE – 3 days paid in California, 5 days paid out-of-state.

MEDICAL PLAN – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN – Depending on the plan, the County may cover the cost of employee and eligible dependent coverage.

VISION PLAN – The County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT AND SOCIAL SECURITY – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013 (PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

LIFE INSURANCE – County paid \$50,000 term policy. Employee may purchase additional life insurance.

LONG TERM DISABILITY PLAN – Plan pays 66 2/3% of the first \$13,500, up to \$9,000 per month maximum.

DEPENDENT-CARE PLAN – Employees who pay for qualifying child or dependent care expenses may elect this pre-tax program.

H-CARE PLAN – Employees paying a County medical premium may choose to participate in this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA) – Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION – A deferred compensation plan is available to employees.

Note: Provisions of this bulletin do not constitute an expressed or implied contract.

County of Santa Cruz

