



# City of Tempe

## VETERANS' SERVICES COORDINATOR

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	603	<i>Department / Office:</i>	City Manager
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	HR Technician II
<i>Safety Sensitive / Drug Screen</i>	No	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range.

REPORTING RELATIONSHIPS
Receives general supervision from manager or other management staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three (3) years of experience in the implementation and coordination of programs, support, outreach, and/or case management specific to veterans and their families.
<i>Education:</i>	Equivalent to an associate degree from an accredited college or university with major course work in public administration, business administration, social work, sociology, psychology, education, or degree related to the core functions of this position.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City's stated mission and values. To plan, coordinate, and assist with specialized activities, services, and staff relative to providing veteran's services and outreach within the City of Tempe.

OTHER DUTIES AS ASSIGNED
Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Work with community organizations and stakeholders, including state and federal agencies, the business community, Arizona State University, school districts, Tempe Chamber of Commerce, Downtown Tempe Authority, and/or Maricopa Association of Governments to coordinate outreach and information efforts.
- Collaborate and act as a resource to Human Resources and/or the Diversity Office related to workforce best practices and issues surrounding veterans' needs; analyzes statistical data to evaluate the City's workforce in accordance with diversity goals specific to veterans; makes recommendations for curriculum and program development, training, and HR policies revisions; drafts and recommends recruiting and hiring strategies to attract employees from military backgrounds.
- Serves as an advocate, resource for information and referrals for veterans and their family members, including but not limited to veterans re-entering the community and/or veterans who may be at risk often due to poverty, unemployment, homelessness, chemical dependency and mental illness. Refers veterans needing assistance to appropriate agencies for employment, case management, housing assistance, transportation assistance, legal assistance and other supportive services.
- Research, recommend, and assist with developing veterans' programs in the City of Tempe; conducts program outreach to external partners to expand program participation.
- Participate in the evaluation of veterans' programs specific to serving Tempe residents; provides recommendations for improving city-wide veteran's programs, services and outreach.
- Collect information on operational and administrative problems and perform comprehensive analysis; create operational, and statistical reports or manuals for use by internal and/or external organizations; prepare quarterly and annual reports.
- Serves as the staff liaison to the City of Tempe Veterans Commission.
- Assist with reporting, as required, to the City Council, Council Subcommittees and other departments and agencies.
- Prepare and presents various reports and presentations on operations and activities.
- Review, respond to and resolve a variety of requests or complaints related to veterans' services and/or programs requiring interpretation of regulations, policies and procedures; research background and confer with management and legal counsel to determine the City's position on the issue; communicate with parties involved; coordinate/implement solutions to resolve problems.
- Develop, plan coordinate and staff veterans' community special events, workshops and related printed materials, as requested by management and elected officials, including those that occur outside of typical operating hours, to promote the City of Tempe veteran's programming and events.
- Create content for newsletters and veterans' webpage.
- Assist with writing grants and responding to proposals to increase funding for veterans' services within the City of Tempe.
- Assist in program budget development, tracks and documents program budget expenditures and resources.
- Perform related duties as assigned.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

<b>JOB DESCRIPTION HISTORY</b>
<i>Effective April 2022</i>

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

**Job Title: Veterans' Services Coordinator**

**Job Code: 603**

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?		X
Will this vehicle require a Commercial Drivers License?		X

	Never	Occas.	Freq.	Contin.
	0% of time	1-35% of time	36-65% of time	66-100% of time

ENDURANCE				
Sit			X	
Stationary / Stand			X	
Move / Traverse		X		

WORK WITH OR EXPOSURE TO THE FOLLOWING				
Machinery*	X			
Electrical*	X			
Power Tools*	X			
Hand Tools*	X			
Personal Protective Equipment*	X			
Fumes	X			
Computer Software				X
Chemicals	X			

ENVIRONMENT				
Indoors				X
Outdoors		X		
Working in or around water	X			
Extreme Heat		X		
Extreme Cold	X			
Office Setting			X	
Confined Spaces	X			
Excessive Noise**	X			
Heights	X			
Sewage Exposure	X			
Bodily Fluid Exposure	X			

VISION REQUIREMENTS	YES	NO
<b>Close</b> (clear vision at 20 inches or less)	X	
<b>Distance</b> (clear vision at 20 feet or more)		X
<b>Color</b> (ability to identify and distinguish colors)		X
<b>Depth Perception</b> (three-dimensional vision, ability to judge distances and spatial relationships)	X	
<b>Peripheral</b> (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)		X
<b>Ability to adjust focus</b> (ability to adjust the eye to bring an object into sharp focus)	X	
<b>No Special Vision Requirements</b>		X

Maximum LIFT / CARRY	Lift	Carry
5-25lbs		
26-50lbs	X	X
51-75lbs		
76-100lbs		

Maximum PUSH / PULL	Push	Pull
5-25lbs		
26-50lbs	X	X
51-75lbs		
76-100lbs		

MOVEMENT	YES	NO
Bend / Stoop / Twist	X	
Crouch / Squat		X
Kneel / Crawl		X
Above Shoulder Level	X	
Below Shoulder Level	X	
Repetitive Arm Use	X	
Repetitive Wrist Use	X	
Repetitive Hand Use	X	
Climb Stairs / Ladders		X
Neck Range of Motion	X	
Traverse Uneven Surface		X
Traverse Even Surface		X

ADDITIONAL CONSIDERATIONS:
- May require working extended hours.
- May work alone for extended periods of time.
- Other mental attributes essential to this classification.

*DEFINITIONS/EXAMPLES
<b>Machinery:</b> bucket truck, riding mowers, backhoe etc.
<b>Electrical:</b> wiring, outlets, fuses etc.
<b>Power Tools:</b> push mowers, jackhammers, drills, chainsaw etc.
<b>Hand Tools:</b> hammers, wrenches, shovels, wheel barrels, saws etc.
<b>Personal Protective Equipment:</b> respirators, Tyvek coveralls, hard hats, fall protection harness etc.

**\*\* Hearing test is required**