



Job Title:	Assistant Veteran Services Officer	FLSA Status:	Non-Exempt
Department:	Veterans Services	Prepared by:	Veterans Services & Human Resources

Summary

Under the immediate supervision of the Veteran Services Director, the Assistant Veteran Services Officer is responsible for conducting in-person and/or phone appointments to assist Guadalupe County Veterans with any applicable need. The majority of veteran requests involve assisting with claims for Veterans Administration Benefits but may also include employment, financial, homelessness, etc. VA Benefit assistance includes determining eligibility, completing and filing claims, gathering needed supporting evidence, and following through to ensure that all benefits to which veterans are entitled are received. Position duties will be split between the Veterans Outreach Center in Seguin and the VSO in Schertz.

Essential Duties

- Assist veterans, dependents, and survivors concerning federal and/or state benefits for which they may be eligible by defining the area of concern and determining the appropriate benefit and course of action by interviewing veterans and/or dependents to determine eligibility for benefits.
- Assist applicants in the administrative preparation, documentation, and submission of claims to the appropriate agency for any and all benefits.
- Conduct outreach activities that will require the use of a personal vehicle and travel to adjacent counties (infrequent); travel expenses would be submitted for County reimbursement. Additional outreach activities may include the use of social media and creating digital flyers and information for distribution.
- Provide referrals for any need not covered under the responsibility of a VSO.
- Maintain individual electronic files for all claimants in the VetPro case management software.
- Conduct outreach to adjacent counties to encourage participation in VOC services.
- Attend meetings for local veteran organizations as well as other community organizations.
- Become accredited under Texas Veterans Commission, completing the required training hours per year and passing the yearly exam.
- Perform other related duties as assigned.



Requirements

- **Education and Experience:** High school graduation or its equivalent is required, plus at least five years of experience in Veteran Services and one year of experience with certification. The candidate must be a military veteran with an Honorable discharge, or a military or veteran spouse. The candidate must have sufficient service to know and understand the military service, experience with administrative, personnel, and/or social service fields, and must work at least 1000 hours a year as a paid employee of the county. The candidate must also maintain accreditation through the Texas Veterans Commission.
- **Knowledge:** The position requires knowledge of statutes, regulations, guidelines, and procedures relating to governmental assistance for veterans and their dependents and survivors, as well as interviewing techniques. Familiarity with all benefits outlined in www.va.gov is also required.
- **Skills:** The role demands the ability to work independently, attend and understand required Veterans Administration seminars, demonstrate proficiency in both oral and written communication, and establish and maintain effective working relationships with veterans and their families, Veterans Administration officials and employees, representatives of other veteran-related organizations and groups, and the general public.
- **Certificates and Licenses:** The candidate must become accredited under Texas Veterans Commission, completing the required training hours per year and passing the yearly exam.
- **Physical Demands:** The physical demands of this position include the ability to walk, sit, stand, bend, and stoop. The employee may be required to lift, carry, or push/pull supplies, materials, equipment, and/or items weighing up to 10 pounds. Work is primarily conducted indoors with some presence required at outdoor events at the VOC. The noise level in the work environment is usually moderate.

Equal Opportunity Employer

Guadalupe County is an Equal Opportunity Employer and is committed to Workplace Diversity. We are committed to providing equal opportunity for protected veterans and individuals with disabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Notice:

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow



any other job-related instructions and to perform any other job-related duties requested by their supervisor.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Regular attendance is required in this job.

All employment with Guadalupe County shall be considered "at will" employment. No contract of employment shall exist between any individual and Guadalupe County for any duration, either specified or unspecified.

I have reviewed this job description and find it to be an accurate description of the demands of the job.

Employee Signature

Date