

JOB DESCRIPTION

Job Title: Veterans Service Officer

Location: Courthouse

Job Status: Vacancy

Dept. Veterans Service Office

Pay Range: \$39,102

Date Written: 05/11/2018

Written By: Lee Ann Jones

Approval(s): Commissioners' Court

Officers: (a) A Commissioners' Court that maintains and operates an office shall appoint a veterans' county service officer and the number of assistant veterans county service officers that is considers necessary.

(b) To be appointed as an officer a person must:

- (1) be qualified by education and training for the duties of the office;
- (2) be experienced in the law, regulations, and rulings of the United States Department of Veterans Affairs controlling cases that come before the commission; and
- (3) have the service experience specified by Subsection (c) or be a widowed Gold Star Mother or unremarried widow of a serviceman or veteran whose death resulted from service.

(c) To meet the service experience requirement of Subsection (b)(3) a person must have:

- (1) served on active duty in a branch of the armed forces of the United States;
- (2) served for at least four months or have a service-connected disability; and
- (3) been honorably discharged.

(d) An officer serves at the pleasure of the Commissioners' Court.

Job Summary: Counsels, advises and assists military service veterans, veterans survivors and their dependents in obtaining benefits provided for them by county, state and federal laws as supervisor of the county's Veterans Service Office; does related work as required.

Supervision: Works under the general supervision of the County Commissioners, who outline a secretarial assistant, volunteer workers and service officers of veterans organizations.

Examples of Principal Duties: An employee in this classification will perform any or all of the following duties. However, these examples do not include all the specific tasks which an employee may be expected to perform.

1. Advises veterans, veterans' survivors and their dependents of their rights under military service benefits acts and other relevant legislation.
2. Investigates and conducts interviews with veterans and their dependents to obtain a comprehensive case history in order that eligibility for aid can be determined.
3. Assists veterans and dependents in the office and the offices of other public agencies in the preparation and follow-up of applications for state and federal benefits including home loans.
4. Reviews and files claims for veterans benefits.
5. Develops and maintains close liaison with other veteran service agencies.
6. Conducts a public relations program to disseminate general information regarding veterans' benefits by means of radio broadcasts, newspaper releases and speaking engagements before interested groups.
7. Prepares departmental budget and formulates office procedure.
8. Trains and supervises volunteer workers and service officers.

Recruiting Requirements, Knowledge, Skill and Ability: Knowledge of current federal and state legislation relating to benefits for military service veterans and their dependents; knowledge of programs and knowledge of the legal documents and processes necessary to substantiate benefit claims; ability to tactfully conduct interviews of a personal nature with veterans and their families as a means of obtaining accurate and complete information; ability to establish and maintain satisfactory relationships with veterans , veteran groups and government agencies; ability to write complete and accurate reports and make specific recommendations.

Experience and Training: Four (4) years' experience in general office work and dealing with the public; and graduation from a senior high school; or any equivalent combination of experience and training.