

HIDALGO COUNTY

VETERANS SERVICE DEPARTMENT

Job Title: Veterans Service Officer Assistant
Department: 370-0002

FLSA Status: ~~Exempt~~ Non Exempt
Civil Service Status: Non Exempt

JOB SUMMARY:

Veterans Service Officer Assistant will be responsible for the daily operations of the office, coordinating appointments for veterans and their dependents with Veterans Service Office and satellite offices.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for ordering supplies, preparing reports and maintenance of computer systems.
- Increase Veteran HealthCare Enrollment into the VA South Texas HealthCare System.
- Increase veterans' recruitment to maximize health services and compensation as well as pension.
- It provides for an effective Outreach service for our 35,000 county veteran populations.
- Will establish and coordinate extension offices at county precincts designated.
- Assume responsibility to extend all veteran services and conduct presentations to enhance recruitment.
- Must function as a liaison between agencies such as Department of Veterans Affairs and Veterans Administration Medical Centers.
- Maintain case management records and appropriate veterans' documents.
- Focus on improving the veterans' quality of life for both the veteran and dependents.
- Provides assistance to veterans and their dependents regarding VA benefits entitlement.
- Liaison between the veteran and service organizations which assists veterans in conducting business with the Department of Veterans Affairs.
- Employee may be assigned other duties in addition to those listed; duties may change according to the changing needs of the County only if those duties are related to services provided to the Veterans' community.
- Ability to work well with others.
- Regular attendance is a must.
- Other duties assigned by the Veterans Service Officer

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

EDUCATION and/or EXPERIENCE:

- High School graduate or its equivalent plus (2) years of Administrative training; or
- Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.
- Bilingual is preferred.

CERTIFICATES, LICENSE, REGISTRATIONS:

- Employee must have proof of a current valid Texas Motor Vehicle Operators license and proof of current liability insurance.

OTHER SKILLS AND ABILITIES:

- Must be thoroughly knowledgeable of all office equipment to include fax, scanner, and computer system- Windows 98, Quatro Pro, Graphic Arts and Corel Word Perfect Suite 7/Microsoft 5.0.
- Employee may be assigned other duties in addition to those listed; duties may change according to the changing needs of the County

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit and talk and listen. The employee is required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms and stoop and kneel.

The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIROMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:

- Sitting for extended periods of time
- Operating assigned equipment.

Maintain mental capacity, which permits:

- Making sound decisions and using good judgment
- Demonstrating intellectual capabilities.

Effectively handle a work environment and conditions, which involve:

- Working closely with others
- Working in a multi-task environment
- Working alone