

## HAYS COUNTY JOB DESCRIPTION

Job Code: 0915  
Grade: 110  
FLSA: Exempt

Prepared by: PSPC  
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### VETERANS SERVICE OFFICER

**Essential Functions** include the following. (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledges, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.) Other duties may be assigned.

#### Summary

Under general direction and in accordance with Texas Government Code, Chapter 434, provides aid to Hays County residents who served in the armed forces or nurses corps of the United States, their orphans and dependents, to prepare, submit, and present any claim against the United States or a state for benefits to which the person may be entitled under United States or state law.

#### Responsibilities

- Ensures all benefit entitlements are made available to Hays County veterans, dependents, and survivors.
- Performs interviews to obtain case facts; requests and obtains official documents; and researches records.
- Provides counseling and assistance in obtaining rights, benefits, and entitlements; explains benefits; and makes referrals for other services to other agencies.
- Files claims and claim appeals; represents claimants during appeals hearings; and defeats all unjust claims that come to the officer's attention.
- Coordinates benefits with other governmental agencies.
- Prepares and submits correspondence to state and federal officials on veterans' affairs.
- Prepares and maintains case files; tracks progress and statistics of claims and other pertinent information.
- Transports veterans to hospitals, clinics, and pharmacies.
- Prepares and presents material and information by print and public speaking on topics relating to veterans' services; attends a variety of events to outreach to veterans.
- Interacts with service providers such as physicians, attorneys, and nursing homes in matters related to veterans' benefits and care.
- Prepares annual department budget.
- Prepares periodic activity and status reports.
- Supervises, trains, and provides direction to all Veterans Service Office staff.

#### Knowledge Required

- Knowledge of U.S. Department of Veterans Affairs law, regulations, and rulings.
- Working knowledge of Texas Government Code, Chapter 434 and United States Code Title 38 Laws.
- Knowledge of available reference sources, including the internet, to obtain information relevant to the interests of Hays County veterans.
- Knowledge of veterans' records and forms, such as military discharge records, vital records, and social security documents.
- Knowledge of Hays County purchasing rules and regulations.
- Knowledge of general public administration principles and practices including budgeting and project management.

#### Required Skill

- Skill in management practices, including budget preparation and monitoring, in supervising and training staff, and in coordination all functions of the department.
- Skill in performing duties to ensure the provision of benefits to veterans.
- Skill in researching veterans' records and assisting with the securing and coordination of benefits.
- Skill in representing veterans, their family members, or other eligible dependents during appeals hearings.
- Skill in reading, understanding, and interpreting laws and regulations related to veterans' benefits.

- Skill in researching and identifying external and alternate funding sources.
- Skill in operating motor vehicles to transport veterans, including passenger cars, vans, and buses.
- Skill in operating standard office equipment, such as personal computers, typewriters, calculators, and telephones.
- Skill in establishing and maintaining effective working relationships with supervisors, co-workers, vendors, outside agencies, and the public.
- Skill in preparing and presenting information, both in writing and verbally, to teach, train, inform, and encourage a variety of audiences.
- Skill in identifying and using existing technology to obtain and deliver the highest level of service to Hays County veterans.

**Education and/or Experience**

- Must meet all requirements as set forth in Texas Government Code, Chapter 434.

**Other Qualifications, Certificates, Licenses, Registrations**

- Training and certification as required for all Veterans Service Officers or must be able to acquire after employment.
- Texas Class C driver's license.

**Supervision**

Provides supervision, training, and direction to the Assistant Veterans Service Officer and the Veterans Service Transport Driver.

**Guidelines**

The Veterans Service Officer uses judgment in interpreting and adapting guidelines such as Hays County policies, state and federal regulations, established precedents, and work directions. This employee uses these guidelines for application to specific cases and problems. The Veterans Service Officer must analyze the results and recommend changes. This position must have a strong work ethic. The Veterans Service Officer must follow directions, meet deadlines, have good attendance, be punctual, keep promises, be reliable, and have a proper attitude.

**Emotional Demands**

This position must handle a stress level of dealing with some argumentative or emotional contacts within the general public and Hays County departments. The Veterans Service Officer meets with contacts in a structured setting, within and outside of normal business hours, at Hays County facilities or at outside facilities. The contacts are generally cooperative however, this position may have to persuade, influence, motivate, or control situations where individuals may be fearful, skeptical, or uncooperative.

**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 essential functions.

While performing the duties of this job, the employee is regularly required to

- use his/her hands to finger, handle, or feel;
- reach with hands and arms;
- talk or hear.
- occasionally stand and walk, kneel or stoop
- occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

**Work Environment**

While performing the duties of this job, the employee regularly works in a normal office setting. The employee frequently travels, within and outside of normal business hours, to various locations throughout the county and region to meet with or transport veterans to appointments. There is potential for exposure to health or physical hazards, such as infectious diseases during such activity. The employee may be frequently contacted at home or in public locations out of normal business hours.

**Acknowledgement**

I agree that I am able to satisfactorily perform the essential duties listed above with or without an accommodation. I understand the satisfactory performance of the essential duties in this job description is a condition of my employment. I agree to follow the instructions of my supervisor within the constraints of the law and will perform additional duties to the best of my ability when instructed to do so.

I acknowledge the receipt of the current Hays County Personnel Policy Manual which outlines my privileges and obligations as an employee. I acknowledge that the provisions of the Personnel Policy are terms and conditions of my employment and I agree to abide by them. I accept responsibility for reading and familiarizing myself with the information in the manual. It is understood that any changes to this policy will be communicated to me in writing. I agree to return the manual to my supervisor if I leave the employment of Hays County.

I further understand that my employment is terminable at will so that both Hays County and its employees remain free to choose to end the employment relationship at any time for any reason or no reason.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

List any and all accommodations that are needed to satisfactorily perform the essential functions of this position: