

# **TRINITY COUNTY JOB DESCRIPTION**

## **OPEN POSITION: VETERANS SERVICE OFFICER**

**Grade 15 – Part-Time \$15.98/Hour**

**Date of Opening: April 7, 2025**

### **GENERAL DESCRIPTION**

The Veteran Officer assists veterans and their dependents understanding and obtaining the benefits to which they are entitled under Federal, State, and local legislation; carries a caseload and develops service plans, which may include the need for specialized social services, provides information about available services, and arranges for referral of clients to appropriate resources. The position requires a unique understanding and knowledge of Texas Veteran benefits, Texas Veteran's Commission Service, the U. S. Department of Veterans Affairs and available benefits and resources from all levels.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Consults with individuals, veterans service organizations, social service agencies and Commissioners Court on Veterans Affairs entitlements.
- Serves as a liaison for veterans and their survivors and files claims for compensation and pension with the Department of Veterans Affairs.
- Represents Trinity County at commemorative events and makes presentations to various veterans' groups and civic organizations on veteran's entitlements.
- Monitors changes in federal, state, county and local statutes which affect veterans and their families and assists with complex issues in compliance with applicable statutes.
- Coordinates and consults with Trinity County Grant Administrator on Veteran's Assistance Grant Programs.
- Coordinates and consults with various social service agencies and provides an information and referral service to veterans and/or their families.
- Performs other duties as assigned.

### **EXPERIENCE AND EDUCATION**

- High School or GED as a minimum
- A minimum of one year's experience in an area of business management or community and social services is desirable.
- Experience in veterans' benefits services or other veteran's services preferred.

## **GENERAL QUALIFICATION GUIDELINES: Veteran Strongly Preferred**

### **Veteran:**

- Served on active duty for a period of more than 180 days and was discharged or released there from with other than a dishonorable discharge;
- Was discharged or released from active duty because of a service-connected disability; or
- As a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized, and was discharged or released from such duty with other than a dishonorable discharge.

### **CERTIFICATES, LICENSES, REGISTRATION:**

- Valid Texas Driver's License.
- Training and certification as required for all Veterans Service Officers or must be able to acquire after employment.
- Ability to pass background check of thumb and fingerprints of both hands every two years for certification by Department of Veterans Affairs.
- Maintain certification as a Veteran Service Officer.
- Complete annual training given by the Texas Veterans Commission.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to read, interpret and accept documents such as rules, instructions and procedures manuals.
- Ability to fill out reports, answer telephones, prepare and route correspondence accurately, distribute messages, and speak effectively to the public.
- Knowledge and ability to operate computer database systems and software such as Microsoft Office-Word, Excel, etc.
- Employee may be assigned other duties in addition to those listed; duties may change according to the needs of the Office or Veteran Affairs or Texas Veterans Commission.
- Ability to travel for training, as needed or required.
- Ability to deliver flags and other items as needed.

### **GUIDELINES:**

- The Veterans Service Officer uses judgment in interpreting and adapting guidelines such as Trinity County policies, state and federal regulations, established precedents, and work directions. This employee uses these guidelines for application to specific cases and problems. 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. The Veterans Service Officer meets with contacts in a structured setting, within and outside normal business hours, at Trinity 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.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.
- The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

- The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.
- The noise level in the work environment is usually quiet to moderate.
- The employee may be frequently contacted at home or in public locations out of normal business hours.

**SAFETY REQUIREMENTS:**

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

- Sitting for extended periods of time
- Standing for extended periods of time
- Operating assigned equipment
- Travel by vehicle

If you are interested, please send application to Human Resources, Trinity County Courthouse. EEOE. No phone calls please. Applications are required and can be found online under Trinity County Employment Opportunities <https://www.co.trinity.tx.us/page/trinity.jobs.openings>. You may submit a resume in addition to the application. See additional documentation requirements below.

Trinity County Human Resources  
162 W. 1<sup>st</sup> Street, P.O. Box 337  
Groveton, TX 75845

## VETERANS SERVICE OFFICER

### **Additional documentation required with application:**

- The **military service member retired 20** year serviceman needs to present the last DD214 issued AND it must be certified.
- All other military service members; a Certified DD214.

### Certification of DD214:

DD214 can be filed at the County Clerk's Office. You can then request a certified copy of the DD214 (free service by County Clerk Office)