

## **PALO PINTO COUNTY**

### **VETERANS SERVICE OFFICER JOB DESCRIPTION**

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#### **GENERAL SUMMARY**

Under limited supervision, the purpose of the position is to enable County resident veterans to obtain veterans benefits to which they are entitled by conducting interviews, counseling veterans on available benefits and programs, and assisting veterans and their families with documentation and application for benefits and programs.

#### **EXAMPLES OF ESSENTIAL FUNCTIONS**

##### **Duties may include but are not limited to the following:**

Conducts benefit interviews with prospective veteran claimants and/or their dependents.

Counsels veterans and dependents on various government, civic and private benefits and programs that offer services to veterans and dependents.

Prepares benefit claims information.

Assists veterans and dependents in the retrieval of prior military and medical records for the purpose of filing benefits claims.

Maintains records of claims and correspondence to veterans and dependents.

Represents Palo Pinto County and veterans at various governmental and civic functions.

#### **EXPERIENCE AND TRAINING**

High school diploma or GED; prior military service with any branch of the Armed Services with an honorable discharge or be a widowed Gold Star Mother or an un-remarried widow or widower of a veteran whose death resulted from service. Previous experience with Veteran's benefits preferred. At least a 2 year Associate degree.

#### **LICENSES AND CERTIFICATIONS**

Must possess a Texas Veterans' Commission County Service Officer certification or be able to obtain certification within 6 months from date of hire.

Must possess a valid Texas Driver's License

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

- Modern office procedures and computer equipment and functions.
- Regulations, laws and rulings of the US Department of Veterans' Affairs
- Correct English usage and grammar.

### **Ability to:**

- Utilize various advisory and design data and information such as military service documents, benefits claim documents, and veteran services documents.
- Provide guidance assistance and/or interpretation to others on how to apply procedures and standards to specific situations.
- Communicate verbally and in writing so as to allow comprehension by receiving party.
- Understand and exchange information with supervisors and co-workers when receiving assignments and instructions.
- Communicate and interact with veterans, dependents of veterans, County Judge, media staff, and the general public
- Exert light physical effort in an office environment mainly in a sedentary position.

Palo Pinto County is an Equal Opportunity Employer and maintains compliance with the Americans with Disabilities Act by providing reasonable accommodations to qualified individuals and employees with disabilities.