

COUNTY OF GILLSPIE
JOB DESCRIPTION



**Assistant Veterans Service Officer For
Veterans Service**

Position/Class Title: Assistant Veterans Service Officer

Department: Veterans Service

Pay Grade: 13

Rate: \$20.94

Employment Status: Non-Exempt

GENERAL DESCRIPTION

The Gillespie County Assistant Veterans Service Office is responsible for informing Armed Forces Veterans, family members and survivors who reside in Gillespie County, of the legal benefits available to them under Federal and State laws. The Assistant Veterans Service Officer performs duties under the technical guidelines established by the Texas Veterans Commission and Federal Law under C.F.R. 38. This position provides counseling and advice about various programs and eligibility requirements; assists in completing forms and other correspondence necessary to file a claim or an appeal; and assists in resolving problems and getting answers to questions about the laws and regulations that govern veterans' benefits.

ESSENTIAL JOB DUTIES

- Perform general clerical office duties such as answering the phone and filing.
- Update spreadsheets and list as needed.
- Confirm client appointments.
- Update bulletin boards as needed.
- Update Facebook page with information for benefits and events.
- Coordinate the email newsletters to beneficiaries.
- Counsel Veterans, their family members, and survivors on federal and state veterans' benefits available to them.
- Assist Veterans, their family members and survivors with federal and state Veterans claims.
- Prepare claims, which may include:
 - Reviewing service treatment records, private medical treatment records and service records.
 - Conducting medical and legal research.
 - Types of claims that may be filed: Disability Compensation; Non-Service-Connected Pension; Survivor Pension; Burial Benefits; VA Health Care benefits; Education benefits; Home Loans; Property Tax Exemptions; VA Life Insurance; Champ VA Insurance.
- Provide legal assistance to clients when a claim is denied or disputed and prepare appeal documents.
- File Appeals before the Board of Veterans Appeals.
- Prepare applications for the correction of military records and for the upgrade of military discharges.
- Review case law regarding court decisions on Veterans Benefits, Department of Defense documents and regulations.
- Review and interpret laws of State and Federal agencies, and the Code of Federal Regulations.
- Assist Retired Military Veterans and their dependents with their retiree benefits and assists with their claims for CRSC (Combat Related Specialty Compensation) and SBP (Survivor Benefit Plan).
- Assist with scheduling ID card appointments at local military bases.

- Assist with Tricare and Tricare for Life health insurance issues.
- Conduct hospital and nursing home visits and interviews to determine qualifying benefits if needed.
- Under the direction of the CVSO, conduct community education events on Veterans' benefits to local Veterans organizations and civic groups.
- Prepare press releases for the local newspaper on new and expanded Veterans benefits and on local events.
- Make referrals to local social services and state agencies to provide additional assistance the Veteran or Surviving Spouse may need.
- Serve as a liaison between local agencies dealing with Veterans' benefits.
- Participate on the Veterans Council of Gillespie County and assists with local Veterans events and activities.
- Coordinate the Annual Memorial Day Cemetery Program.
- Provide input for the budget of the Veterans Service Office and annual workload reports.
- Attend annual Texas Veterans Commission conferences or online training seminars to maintain Certification or Accreditation status.
- Attend other seminars, conferences, and workshops as needed.
- Maintain VA Accreditation, and meet the annual CEU training, recertification/accreditation and testing requirements.
- Be visible in the community (City/County government, service organizations, civic groups, veterans' organizations).
- Perform any other task that may be assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Perform effective Interviews.
- Maintain confidentiality of records as required by law.
- Communicate effectively, both orally and in writing.
- Proficiently use office equipment such as telephones, copier, scanner, fax, calculator, computer, label maker, power point projector.
- Perform assigned duties without continual supervision and make sound, independent judgments.
- Manage multiple and changing priorities as may be necessary.
- Establish and maintain effective working relationships as necessitated by work assignments.
- Effectively deal with the public/co-workers in a professional and positive manner consistent with the requirements of being a public servant.
- Be willing to work unscheduled hours including evenings, holidays and weekends.
- Incumbent should also have ability to function under extreme pressure with a demand for speed and accuracy and meet frequent deadlines.

EDUCATION AND EXPERIENCE

- College Degree or 1 to 2 years of experience in both clerical office and Veteran's benefits counseling which includes knowledge of laws, rules and regulation applicable to the processing of Veteran's claims. Prefer applicant with knowledge of medical terminology and medical conditions.
- At least 18 years old.
- Consent to and pass criminal background check.
- Must have a valid Texas Driver License and personal vehicle to drive to client appointments, nursing home visits and to attend local and out of county meetings.
- Must be able to pass the Department of VA Federal Background investigation for VA Accreditation and access to the Veterans Benefits computer system.
- Must pass the annual privacy online courses required by the Department of VA.
- Must attain Certification by the Texas Veterans Commission within six months of employment.
- Must attain Department of VA Accreditation through the Texas Veterans Commission within one year.

- of employment with access to the Veterans Benefits computer system.
- Must provide written documents such as DD-214 with honorable discharge and service-connected disability rating letters; or other documents that meet the criteria outlined in Chapter 434 Veterans Assistance Agencies, Sub Chapter B. Veterans County Service Offices, Sec. 434.033. Officers.
- Additional required qualifications per the Texas Government Code:

CHAPTER 434 VETERANS ASSISTANCE AGENCIES
SUBCHAPTER B. VETERANS COUNTY SERVICE OFFICES
§ 434.033. OFFICERS.

- (a) A commissioner's court that maintains and operates an office shall appoint a veterans county service officer and the number of assistant veterans county service officers that it 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 and;
 - (2) be experienced in the law, regulations, and rulings of the United States Department of Veterans Affairs controlling cases that come before the commission;
 - (b-1) In appointing an officer, the commissioner's court shall give preference to a veteran who qualifies for a veteran's employment preference under Chapter 657. A commissioner's court shall adopt and implement a county policy to give preference in appointing officers to veterans.
- (c) Repealed by Acts 2019, 86th Leg., R.S., Ch. 593 (S.B. 601), Sec. 9, effective September 1, 2019.
- (d) An officer services at the pleasure of the commissioner's court.

APPLICATION INFORMATION

No resume will be accepted in lieu of an application form. Applications can be downloaded from the Gillespie County "Employment Opportunities" link at <https://www.gillespiecounty.org/>

Please Return your completed application to:

Email: hr@gillespiecounty.org

In Person: Gillespie County Courthouse room 102-B

Mail: Gillespie County, 101 W. Main St., Mail Unit #11, Fredericksburg, TX 78624

Gillespie County is an Equal Opportunity Employer. A background check will be required of finalist. New or rehired potential employees will be required to provide documentary proof of their eligibility for employment. Gillespie County is a public employer; therefore, all applications are public information.

I have read and understand the essential duties / functions; skills and abilities; minimum requirements; and working conditions and schedules of this position.

Signature: _____

Date: _____