



# Bastrop County Job Posting

804 Pecan Street, Bastrop TX 78602  
(512) 581-7120

*An Equal Opportunity Employer*

<b>Title:</b>  <b>Veteran Service Officer – Part Time</b>	<b>Opening Date:</b>  <b>March 4, 2019</b>	<b>Application Deadline:</b>  <b>March 18, 2019</b>	<b>Job #:</b>  <b>19109</b>
<b>Department:</b>  <b>Veteran Services</b>	<b>Starting Salary:</b>  <b>\$33,930- 36,010</b>	<b>Location:</b>  <b>Bastrop, Texas</b>	<b>Travel:</b>  <b>Within Bastrop Co.</b>

## **INTERNAL/EXTERNAL JOB POSTING**

**Brief Job Description:** Will be responsible for assisting and ensuring that veterans and their dependents are aware of and receive benefits and entitlements available to them under the law. Will meet with individual veterans to ascertain needs, potential eligibilities and direct them in the process needed to obtain benefits. Will participate in the planning of programs, policies or objectives for own work group and department. Works under minimal supervision with extensive use of independent judgment.

**Essential Job Functions:** Advocates for the veterans of Bastrop County with agencies and administrative agencies, including the Veterans Administration and the Texas Veterans Commission; promotes the services of Veterans' organizations and civic organizations; participates in activities and duties related to emergency management during a local state of disaster as directed by appropriate County managers; assists Veterans with form completion; and supports data collection.

**Knowledge, Skills, & Abilities:** Must possess excellent management and organizational skills, and have the ability to interact effectively with the public, other employees and elected officials. Must have strong people skills with excellent verbal and written proficiency, including knowledge of the proper use of English grammar, punctuation, and spelling. Must be skilled in the use of a personal computer and have the ability to perform generally accepted office procedures and practices, including the use of standard office equipment such as a calculator, copier, shredder and facsimile machine. Must be able to make presentations to both small and large groups, be able to attend evening meetings, and travel for training. Must be able to maintain the confidentiality of information encountered in work activities at all times.

**Minimum Qualifications:** Must possess a Bachelor's Degree in related field; however, a High School Diploma/GED and six (6) years work related experience may substitute for a degree. Must have two (2) years job related experience and (2) years military service with any branch of the Armed Services with an Honorable discharge. Past experience with Veterans benefits is preferred.

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Bastrop County does not discriminate on the basis of race, color, age, national origin, sex, religion or disability in employment or in its activities.

A Bastrop County Job Application is required, and can be completed at: <https://na3.docuSign.net/Member/PowerFormSigning.aspx?PowerFormId=a7d71333-73b6-4ae5-b3d7-a59c651de914>. A resume will be considered, but will not be accepted in lieu of application. Applicants may mail or drop off an application at: Bastrop County, Attn: HR, 804 Pecan Street, Bastrop, Texas 78602, OR email applications to [apply@co.bastrop.tx.us](mailto:apply@co.bastrop.tx.us). Applications postmarked after the closing date will not be accepted. Unless otherwise indicated, regular attendance is an essential job requirement of all positions in the county. This position may require shift work outside the normal business hours and weekends. All positions requiring a degree and/or licensing require proof of degree and/or license. Your application for employment with Bastrop County may subject you to a criminal background check.

**IMPORTANT NOTE TO ALL APPLICANTS:** Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Thank you for considering employment with Bastrop County. Visit our website at: <http://www.co.bastrop.tx.us/page/co.jobs>



## **BASTROP COUNTY, TEXAS**

### **Job Description**

*Job Title: Veteran Services Officer*

**Department:** Veteran Services

**FLSA Status:** Exempt

**Reports To:** Bastrop County Judge and Commissioner's Court

**SUMMARY:** Performs highly advanced (senior-level) veterans assistance work by ensuring veterans and dependents are aware of and receive benefits and entitlements available to them. Work involves providing information on federal and state veterans benefits and assisting in preparing and submitting benefits applications for county veterans, families and survivors. Will meet with individual veterans to ascertain needs, potential eligibilities and direct them in the process needed to obtain benefits. This position is responsible for advocating for the veterans of Bastrop County with agencies and administrative agencies including the Veterans Administration and the Texas Veterans Commission; promoting the services of the Veterans Services Office and other civic organizations to the veterans of Bastrop County; and participating in the planning of programs, policies or objectives for department.

#### **SUPERVISION RECEIVED AND EXERCISED:**

May exercise supervision over various veteran volunteers and/or other county personnel who may assist with Veterans benefits.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

1. Directs and oversees the operations of the Veteran Services Office; monitors and manages departmental budget; prepares annual departmental budget request; and performs supervisory functions as needed;
2. Acts as liaison for all Bastrop County Veterans to ensure veterans, family members and survivors are aware of federal and state benefits they are eligible for through the Veterans Administration and the Texas Veterans Commission; assists in preparing and filing applications for federal and state veterans benefits; enters veteran information into applicable administrative databases; conducts reviews of benefits and helps in finding other federal, state, county and local support agencies and offices that provide additional services or assistance;
3. Advocates for the veterans of Bastrop County and their family members and survivors in the resolution of various claim problems and grievances by contacting federal and state veteran agencies, including the Veterans Administration and the Texas Veterans Commission to resolve problems;
4. Plans, coordinates, conducts and promotes veterans benefits outreach programs with the U.S. Department of Veterans Affairs, Texas Veterans Commission and other veterans organizations, to include making all logistical arrangements, inviting contributors and developing an advertising plan; may conduct large scale public meetings to promote veterans benefits programs;
5. Maintains current knowledge of and ensures compliance with all updated federal, and state veterans benefits programs, policies and procedures; attends trainings conducted by the Texas Veterans Commission and other veterans support agencies, including local veterans support organization

- meetings; remains up-to-date on local veterans events and issues impacting the local veteran community;
6. Travels to permanent or temporary locations through out Bastrop County to provide veteran services; may include travel to evening and weekend meetings and trainings;
  7. Supports and participates in activities related to the Bastrop County Emergency Management program during a local state of disaster, as directed by the Bastrop County Judge and Commissioner's Court;
  8. Provides accurate information, reports, and assistance as required to Elected Officials, Department Heads, employees, and the public regarding the Veterans Services Program;
  9. Oversees and maintains all necessary records and documentation related to Veteran Services affairs in accordance with existing records retention laws; orders and maintains all materials and supplies necessary for the essential functions of the Veterans Services program;
10. Works as part of a team and maintains a cooperative, helpful attitude towards fellow workers, supervisors, subordinates, and the general public;
  11. Maintains confidentiality and security of all Veteran Services information and systems;
  12. Performs related work or duties as assigned by supervisor.

**OTHER FUNCTIONS:** Performs other job related duties as directed by supervisor(s). **Regular attendance is considered an essential function of this position. NOTE:** The essential functions describe the general nature and level of work being performed by employees holding this position. This is not intended to be a comprehensive listing of all duties and responsibilities required, nor are all duties listed necessarily performed by any one employee so classified.

**MINIMUM QUALIFICATIONS:** 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.

**Knowledge of:**

Applicable laws as related to the Veteran Services program;  
Advanced principles and practices of Veteran Services management;  
Resources available to Veterans and their dependents that need assistance;  
Proper management and organizational techniques;  
Principles and practices of accounting, budget administration, and auditing;  
Personal Computer skills and software, including Microsoft Office;  
Proper methods and techniques of data entry and retrieval;  
Professional Customer Service skills;  
Proper English usage, spelling, grammar and punctuation;  
Standard office policies, procedures, and equipment;  
Bastrop County policies and procedures.

**Ability to:**

Decipher various information to ensure proper analysis of veterans needs versus wants;

Perform multiple tasks simultaneously in a timely manner;  
Communicate clearly and concisely, both verbally and in writing;  
Understand and follow verbal and written instructions;  
Complete complex business correspondence;  
Conduct in-depth research and develop plans, procedures, goals, or strategies based on data analysis;  
Effectively speak to small audiences to convey information;  
Properly interpret, understand and make decisions in accordance with laws, regulations and policies;  
Conduct business with the public in a professional and courteous manner;  
Be detail orientated, and have strong communication, interpersonal, problem solving, analytical, organizational, conflict resolution, and stress tolerance skills;  
Function independently, exercise good judgment, manage multiple projects, and meet deadlines;  
Establish and maintain effective working relationships with those contacted in the course of the job;  
Implement recommendations by coordinating people or resources;  
Operate equipment required to perform essential job functions such as copier, printer; fax machine, etc;  
Work independently in the absence of supervision;  
Travel to various locations during the day, evenings and on occasional weekends;  
Work in a safety-conscious environment and to follow and promote good safety practices;  
Handle exposure to potentially hostile individuals;  
Maintain confidentiality of information encountered in work activities at all times.

**Physical Demands:**

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

Maintain effective audio-visual discrimination and perception needed for:

Making observations, reading and writing, operating assigned equipment, and communicating with others; Employee must have visual abilities including close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.

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

Walking, sitting, or standing for long periods of time; Lifting and carrying materials weighing up to 25 pounds such as files or stacks of records; Occasional climbing, stooping, crawling, squatting, &/or kneeling.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and Responsibilities, which may include:

Handling stressful situations;  
Interpreting federal laws and regulations;  
Effective interaction and communication with others;  
Prepare clear and concise reports;  
Making sound decisions in a manner consistent with the essential job functions.

## **EXPERIENCE, EDUCATION, and LICENSING:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

### **Experience:**

One (1) to three (3) years of management experience;  
Two (2) years job related experience and (2) years military service with any branch of the Armed Services with an Honorable discharge or be a widowed Gold Star Parent or un-remarried widow of a serviceman or veteran whose death resulted from service;  
Previous experience with Veterans benefits is preferred.

### **Education:**

Bachelor's Degree in related field;  
High School Diploma/GED and six (6) years work related experience may substitute for a degree.

### **Licensing:**

Possession of a valid Texas driver's license;  
A Full Veterans Service Officer accreditation with the Texas Veterans Commission is preferred.

## **SELECTION GUIDELINES:**

Formal application; rating of education and experience; oral interview; reference and other background checks; job-related tests may be required.

**\*\*\* This position is subject to random and/or reasonable suspicion and/or post-accident testing for drugs and alcohol.**

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will" employment, and under no circumstances is a contract for employment.*