



COUNTY OF HIDALGO

Human Resources Department

Job Title: **VETERANS SERVICES OFFICER**
Grade: 17

The County of Hidalgo Human Resources Department reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Human Resources Department.

GENERAL DESCRIPTION

The Veteran's Service Officer (VSO) shall serve at the discretion of the County of Hidalgo Commissioners Court and under the direction of the County Executive Officer. The Veteran's Service Officer shall assist veterans and their dependents in time of need and assist them to file for all County, State, or Federal benefits earned by virtue of the military veteran's service.

The Veterans Service Officer will plan, organize, direct and review the activities and operations of the Veteran Services Department including assisting veterans and dependents in obtaining benefits; to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex administrative support to the County Executive Officer

EXAMPLES OF WORK PERFORMED

Veterans Officer provides veterans service and professional claims representation

Assists widows and dependents with claims before the Department of Veterans Affairs and all other public and private agencies devoted to the cause of improving and advancing "Quality of Life" issues and interests of all veterans, widow and dependents

Stimulates a feeling of mutual devotion and comradeship among veterans, widows and dependents

Assists the physical, mental, social and economic rehabilitation of veterans and widows

Assists dependents to obtain fair and just compensation, adequate medical care and gainful employment

Develop, plan and implement Department goals and objectives; recommend and administer policies and procedures.

Coordinate Department activities with those of other departments and outside agencies and organizations; provide staff assistance to the County Executive Officer and Board of Supervisors; prepare and present staff reports and other necessary correspondence.

Provide technical assistance to veterans and dependents regarding Federal and State benefit entitlement.

Direct, oversee and participate in the development of the Department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Supervise and participate in the development and administration of the Veteran Services budget; direct the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement mid-year adjustments.

Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the Department.

Represent the Department to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary.

Build and maintain positive working relationships with co-workers, other County employees and the public using principles of good customer service.

Perform related duties as assigned.

EXPERIENCE AND EDUCATION

Bachelor's degree from an accredited college or university with major course work in business, public administration, behavioral sciences or related field

Six (6) years of increasingly responsible experience in veterans services administration.

The Veteran Services Officer must be a veteran of a branch of the United States Armed Forces, as defined in applicable sections of the State Military and Veteran's code.

Experience and training which provides the required knowledge, skills, and abilities to be familiar with CFR 38 and its Federal Regulations governing Veterans Entitlements

Three (3) years of managerial and supervisory experience in government programs

Bilingual (Spanish/English) with the ability to converse fluently in both languages

Two (2) years of related experience may be substituted for one (1) year of education

CERTIFICATES, LICENSES AND REGISTRATION

Veterans Service Officer will obtain annual training and keep a State of Texas Certification as a Veterans Service Officer through the Texas Veterans Commission to include knowledge of the CFR 38 and its changes through the Texas Veteran's Commission

Must have a current valid Texas motor vehicle operator's license

Must have proof of current liability insurance

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Principles and practices of veteran's administration programs.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal laws, rules and regulations.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles and practices of organization, administration and personnel management.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Ability to:

Plan, direct and control the administration and operations of the Veteran Services Department.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve Department related issues; remember various rules; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and communicate through written means.

Effectively interview to obtain adequate and relevant information; deal fairly and courteously with the public; and work with interruptions.

Perform technical, procedural and data gathering responsibilities associated with assisting veterans and dependents in obtaining the full range of available entitlement.

Develop and implement Department policies and procedures.

Gain cooperation through discussion and persuasion.

Successfully develop, control and administer Departmental budget and expenditures.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Interpret and apply County policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Work with various cultural and ethnic groups in a tactful and effective manner.

Supervise, train and evaluate assigned personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Duties may change according to the changing needs of the County, however those duties must be directly associated with service to the Hidalgo County Veterans Community and its dependents

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 twenty-five (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 moderate.

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

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations