



Victoria County, TX

POSITION PROFILE

<u>Position Title:</u>	Assistant Veterans Service Director	<u>Grade:</u>	General – Grade 9
<u>Department:</u>	Veterans	<u>Salary:</u>	\$21.71 - \$26.05 hourly
<u>Accountable to:</u>	Veterans Service Director	<u>Status:</u>	Non-Exempt

Primary Objectives

Provide comprehensive assistance to veterans, dependents, and survivors by assessing eligibility, preparing and submitting benefit claims, and serving as an advocate and liaison with the Department of Veterans Affairs and other agencies. Ensure clients are informed of available federal, state, and local benefits while supporting timely access to compensation, health care, and supportive services through accurate guidance, outreach, and ongoing case management.

Supervision Received

Work is performed under the general direction of the Veteran Services Director

Supervision Exercised

Supervision is not exercised.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Interview veterans, dependents, and survivors to assess eligibility and needs for VA and state benefits, including disability compensation, pension, education, home loans, health care, and burial benefits.
2. Assist clients with completing and submitting VA and state benefit applications, ensuring all required documentation (e.g., DD-214, service records, medical records) is accurate, complete, and properly organized.
3. Submit claims to appropriate agencies, monitor claim status, conduct follow-ups as needed, and communicate progress, decisions, or required actions to clients.
4. Provide support with denied claims by preparing appeal documentation and coordinating with accredited service officers or other representatives when necessary.
5. Serve as a liaison between veterans and the VA or other governmental agencies to resolve issues, clarify requirements, and overcome administrative barriers.
6. Advise clients on their rights and available benefit programs under federal, state, and local laws, maintaining current knowledge of applicable regulations and eligibility criteria.
7. Conduct community outreach by collaborating with veteran-serving organizations, social service agencies, and non-profits; assist with organizing and participating in workshops, informational sessions, and outreach events.
8. Perform administrative and office support functions, including answering inquiries, scheduling appointments, maintaining client records, data entry, document management, and updating resource materials and benefit guides.
9. Performs other duties as assigned.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

MINIMUM QUALIFICATIONS

- High School Diploma or GED
- Moderate (1-3 years) experience required.
- Valid Texas Driver's License and current liability insurance.
- Certification by Department of Veterans Affairs affiliated under the Texas Veterans Commission or ability to obtain within one year.
- Ability to pass background check of thumb and fingerprints of both hands every two years for certification by Department of Veterans Affairs.

WORKING CONDITIONS

The characteristics listed below are representative of the physical demands, physical agility, sensory requirements, and environmental exposures required by an individual to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Employees sit most of the time but may walk or stand for some periods of time.
- This is light work requiring little physical agility such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity.
- Sensory requirements include standard vision requirements, ability to express ideas, and standard hearing requirements - hear information at normal spoken word levels.

Physical Exertion (Pounds)	
Up to 10	Frequently
Up to 25	Occasionally
Up to 50	Seldom or never
Up to 100	Seldom or never
100 or more	Seldom or never

Environmental Exposures	
Work near moving mechanical parts	Seldom or never
Work in high, precarious places	Seldom or never
Toxic or caustic chemicals	Seldom or never
Outdoor weather conditions	Seldom or never
Extreme Cold, non-weather	Seldom or never
Extreme Heat, non-weather	Seldom or never
Noise Level	Quiet

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.