



CALDWELL COUNTY

Job Description

Job Title:	Veterans Assistant– Part Time	Salary:	up to \$18.00 hr.
Department:	Veterans Department	FLSA Status:	Non-Exempt
Location:	1403 Blackjack St. Lockhart, Texas	Prepared by:	Human Resources Dept.

*Applications will be accepted until the position is filled.

*Please return job application to HR Office (Kristianna Ortiz) 1st floor Caldwell County Courthouse.
You may also email your application to kristianna.aranda@co.caldwell.tx.us.

POSITION SUMMARY:

Reporting directly to Veteran Service Officer, responsible for providing support to the Caldwell County Veterans Services office by performing moderately complex administrative and case management duties.

DUTIES AND RESPONSIBILITIES:

The duties of this position areas herein indicated but not limited to:

- Provides customer service to veteran via telephone, email or in person
- Screens telephone calls and refers callers to appropriate staff or department
- Prepares and files forms, reports, correspondence, and related documents
- Ensures filing systems are maintained and up to date
- Provides resources to veterans and their families
- Schedules appointments and sends confirmations
- Answers routine questions within the scope of the position
- Performs case management duties including intake and case task assignments for the Veteran Service Officer
- Enters and verifies data within applicable databases and systems
- Creates and maintains various reports, forms, worksheets, and informational materials.
- Assist with events and other clerical duties, as needed
- Communicates all changes and conflicts to Veteran Service Officer
- Attends all meetings and trainings as required
- Assist with grant applications, documentation collection and various other tasks
- Performs special duties as assigned

PHYSICAL DEMANDS:

- Position involves prolonged sitting at a workstation, visual examination of documents, reaching, walking, twisting, bending, standing and occasional lifting/carrying.

ENVIRONMENTAL FACTORS:

- Work is primarily indoors in an air-conditioned environment
- Travel between worksites, as required

IRREGULAR HOURS:

- Work outside of normal office hours may be required (needs basis)
- May be deemed essential personnel in the event of emergency
- Regular attendance is required

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified in this position. The job description is subject to change as needed and requirements of the job change.

MINIMUM QUALIFICATIONS:

- High School Diploma or equivalent
- One (1) year of clerical experience in a customer service role
- Working knowledge of Microsoft Office

LICENSES AND CERTIFICATIONS:

- Valid Texas Drivers License

PREFERRED QUALIFICATIONS:

- Prior public sector experience and/or experience working with veterans
- Bilingual (Spanish)
- Knowledge of U.S Department of Veteran Affairs law, regulations and rulings
- Knowledge of veteran records and forms such as DD214 military discharge records, vital medical records and military medals and awards.