



### **Job Description:**

Veterans Service Officer (VSO)

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### **Minimum Qualifications:**

- High school diploma or GED required
- Valid Texas Driver's License required
- Strong computer and communication skills
- Ability to work with the public in a professional and confidential manner
- Veteran status preferred
- Ability to obtain accreditation/certification through the Texas Veterans Commission within required timeframe preferred
- Must be able to read, write, and speak proficiently in English

### **Responsibilities:**

- Administrative Work providing counsel, advising, and assisting Veterans and their dependents
- Advocate and case manager for Veterans
- Responsible for advising Veterans and their dependents of the various types of benefits that are available to them from the State, County, and Federal and other local agencies
- Assistance in obtaining and coordinating benefits to assure maximum benefits to clients

### **Characteristic Duties Including But Not Limited To:**

- Files and processes Veterans claims; ensures that all paperwork is completed and submitted properly.
- Counsels Veterans on issues that directly refer to them and the professional services provided.
- Assists pensioned Veterans and widows in completing their annual income and medical expense reporting requirements
- Responds to Veterans' affairs letters, if necessary, will prepare a variety of correspondences
- Advises Veterans on home loans and assists them in obtaining Certificates of Eligibility.
- Prepares informational pamphlets and literature to better assist veterans.
- Attends local VSO related meetings and events.
- Coordinates an outreach program and events for Veterans and their dependents.
- Travel may be associated with continuing education/conferences