

## Request for New Position / Slot Justification Form A - 1

This form is mandatory in order to consider your departmental personnel general order changes.

Title **Veterans Transportation Assistance (VTA) Program Driver / Assistant Veteran Service Officer (Full-Time)**

Grade 15A - E Salary \$17.59 - \$18.47 (\$36,552.09-\$38,414.25)

Slot No. New Dept. 001-5050

### **Justification:**

- I. **[xxxxxxx]** The major increases in responsibilities and duties of the Veterans Service Officer as directed by the new job description as of 04 March 2013 compared to the old job description of 04 March 2008, and the major increases in duties of the Veterans Service Office as directed by Commissioner's Court as of 06 May 2013. The Veteran Transportation Assistance Program grant ends the 31'st day of December 2014. The transportation program has had several success stories to include, two clients that now attend their dialysis appointments without worry of transportation, World War II veterans received transportation to an event recognizing their efforts during the war, and Mr. John E. Berry who was found living in poor conditions and in need of medical care that is now in healthy conditions and is receiving the proper care he requires. Mr. Berry's only means of transportation for food and medical care is provided by the Veteran Transportation Assistance Program.

**II. See attachment: (“1-A” New job duties and job description)**

**JOB SUMMARY:**

Driver reports directly to the Webb County Veterans Service Officer and is responsible for daily transportation of qualifying veterans (and/or their dependents/survivors) to and from the designated service locations. And any other duties assigned by the Webb County Veterans Service Officer.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

- Responsible for the transportation of qualifying veterans (and/or their dependents/survivors) to the designated service locations on a daily basis.
- Will maintain vehicle in proper condition, insuring all required maintenance is in place and up to date on a daily basis.
- Keep daily records/logs of travel mileage and gas consumption.
- Assist staff members with the scheduling of these daily transportation services and maintaining the required ridership logs/sheets.
- Assist staff with coordinating through the Webb County Sheriff’s Office a volunteer system that would offer transportation services to qualifying veterans after working hours
- To inform veterans, widows and dependents on benefits.
- Obtain information from claimants to prepare claims.
- Type and prepare claim forms.
- Call and/or write to the Department of Veterans Administration, the state of Texas, the county of Webb, and the city of Laredo offices and officials, along with Veterans Organizations to give out information or to obtain information.
- Relays information to veterans, widows and dependents.
- Assist Veterans Service Officer.
- Attend workshops by the TVC to obtain current VA information.
- Perform all other duties as assigned by the Webb County Veterans Service Officer.

### **QUALIFICATION STANDARDS:**

- **Must have a high school diploma or equivalent (GED).**
- **Must have at least a 2 year college hours or at least 2 years experience in customer service.**
- **Must have a valid and current Texas Driver's license.**
- **At least one year experience as a driver.**
- **Must be a U.S. Military Veteran.**
- **Must have served in the armed forces for a period of more than 180 consecutive days.**
- **Honorable discharge from the armed forces required.**

### **EXPERIENCE:**

- **Driving 15 passenger wheel chair accessible vehicles preferred.**

### **SKILLS AND ABILITIES:**

- **Must have ability to manage time effectively and efficiently.**  
**Good inter personal skills.**
- **Must have knowledge of general office practices and procedures.**
- **Must have computer knowledge and type at least 45 wpm.**
- **Knowledge of local Veterans service areas, preferred.**
- **Must be able to work independently in the absence of the Veterans Service Officer.**
- **Able to work flexible schedule (weekends included) and follow standard program procedures.**
- **Ability to work with other department personnel.**
- **Must have the ability to deal effectively and courteously with the Public.**
- **Required to have both written and verbal communication skills.**

- **Must be able to communicate in English and Spanish.**
- **Required to maintain all local, state and federal qualifications for this position**
- **Must be able to work irregular hours whenever necessary.**

**PHYSICAL REQUIREMENTS:**

- **Required to do some heavy lifting of items up to 50 lbs.**

**OTHER REQUIRMENTS/INFORMATION:**

- **Valid and current Texas Driver's license.**
- **Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, motor vehicle record (MVR) and criminal background checks are required.**
- **This position is covered under Civil Service; however, all other Webb County Policies apply.**

**SUPERVISORY:**

- **Supervised directly by the Webb County Veterans Service Officer.**