

**WEBB COUNTY  
JOB DESCRIPTION**

**TITLE: Veterans Transportation Assistance (VTA) Program Coordinator/Assistant  
Veteran Service Officer**  
**DEPARTMENT: Veterans Service Office**  
**REVISION DATE: 09/11/2015**

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**JOB SUMMARY:**

Position requires the implementation and administration of the Webb County VTA Program, coordination of transportation of Military Veterans, as well as the administrative paperwork required for the preparing of VA benefits claims, and other tasks 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 working condition, insuring all required maintenance is in place and up to date on a daily basis.
- Maintain records of veterans and dependents that use the Veteran Transportation Program.
- 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.
- Scheduling of clientele that utilize the Veteran Transportation Program while tracking the time and distance to alleviate conflicting pick-up times
- To inform veterans, widows and dependents on benefits.
- Obtain information from claimants to prepare claims.
- Type and prepare VA benefit claim forms.
- Attend benefit fairs to inform veterans of benefits they are entitled to.
- 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 about veterans and their VA benefits.
- Relay 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).
- Some college hours preferred or at least 2 years of 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.

**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
- Must be knowledgeable with Microsoft office programs.
- 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.

**ACKNOWLEDGEMENT:**

**The undersigned have read discussed, and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.**

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**EMPLOYEE SIGNATURE**

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**SUPERVISOR SIGNATURE**

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