

**WEBB COUNTY  
JOB DESCRIPTION**

**TITLE: Veterans Transportation Assistance (VTA) Program Driver/Assistant  
Veteran Service Officer**

**DEPARTMENT: Veterans Service Office**

**REVISION DATE: 09/11/2015**

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**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.
- Update 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 VA benefits 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).
- Some college 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 & 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 REQUIREMENTS/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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PRINTED NAME

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PRINTED TITLE

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**DATE**

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