



**Veteran Transportation Assistance Program Driver/Assistant Veteran Service Officer**  
**Veteran's Office** **Pay Grade: 13**

**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.

**MAJOR DUTIES**

- 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.

**KNOWLEDGE REQUIRED BY THE POSITION**

- 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.
- Ability to communicate in English and Spanish.

#### SUPERVISORY CONTROLS

The driver works in terms of general instructions.

#### GUIDELINES

Guidelines include county and program policies and procedures and traffic laws. These guidelines are generally clear and specific, but may require some interpretation in application.

#### COMPLEXITY/SCOPE OF WORK

- The work consists of related driver duties. Heavy traffic and inclement weather contribute to the complexity of the position.
- The purpose of this position is to drive along an assigned route to provide transportation services to rural residents. Successful performance contributes to safe and efficient provision of services.

#### CONTACTS

- Contacts are typically with co-workers, other county employees, clients, and the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

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

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None

MINIMUM QUALIFICATIONS

- Must have a high school diploma or GED from an accredited institution.
- Some college preferred or at least 2 years of experience in customer service.
- 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.

OTHER REQUIREMENT/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.

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's Signature

Print Name

Date

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Supervisor's Signature

Print Name

Date