



## Veteran Services Administrative Assistant Job Description

<b>Position</b>	VSO Assistant	<b>Reports to</b>	Veteran Services Department Head
<b>Department</b>	Veteran Services	<b>Classification</b>	Non-Exempt
<b>Hours per Pay Period</b>	160	<b>Last Revised</b>	August 11 <sup>th</sup> , 2025

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<b>Purpose of Job</b>	<p><b>Nature of Work:</b> The Veteran Service Officer Assistant provides administrative, technical, and customer service support to the Veteran Service Officer (VSO) in assisting veterans, service members, and their families in obtaining benefits and services from the U.S. Department of Veterans Affairs (VA) and other agencies. This position plays a key role in ensuring that claims and appeals are completed accurately, timely, and in compliance with applicable laws and regulations</p>
<b>Essential Functions</b>	<p>Assists in the preparation and submission of VA claims, appeals, and other benefit applications.</p> <ul style="list-style-type: none"><li>• Schedule appointments, manage files, and maintain accurate case records.</li><li>• Greet and assist veterans and their families in person, by phone, or via email.</li><li>• Conduct initial intake interviews to gather required information and documentation.</li><li>• Prepare letters, forms, and supporting documents as directed by the VSO.</li><li>• Maintain confidentiality and handle sensitive veteran information in accordance with HIPAA and federal guidelines.</li><li>• Research benefits and eligibility requirements under VA, federal, state, and local programs.</li><li>• Track the status of pending claims and provide updates to clients.</li></ul>

	<ul style="list-style-type: none"> <li>· Perform data entry and manage digital and paper filing systems.</li> <li>· Coordinate with VA representatives, medical facilities, and community agencies as needed.</li> <li>· Assist with community outreach, workshops, and veteran events.</li> <li>· Provide support during VSO absence or field visits.</li> </ul>
<b>Additional Job Functions</b>	<ul style="list-style-type: none"> <li>· Perform other duties as required</li> </ul>
<b>Minimum Training &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>· High school diploma or equivalent required; Associate degree preferred.</li> <li>· Experience working with veterans, military families, or in a customer service/public service role preferred.</li> <li>· Strong organizational, communication, and interpersonal skills.</li> <li>· Proficient in Microsoft Office (Word, Excel, Outlook) and comfortable with database systems.</li> <li>· Ability to handle sensitive information with discretion and professionalism.</li> </ul>
<b>Specialized Knowledge</b>	<ul style="list-style-type: none"> <li>· Familiarity with VA systems (eBenefits, VA.gov, VBMS) is a plus.</li> <li>· TRIPS training and VA Privacy Training is a plus.</li> <li>· Knowledge of military structure, terminology, and VA benefit programs is beneficial.</li> <li>· Must pass background check and possess a valid driver's license.</li> <li>· Must be able to get accredited by TDVA within a year of hiring.</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>· Ensure regular, punctual attendance during scheduled work hours</li> <li>· Proficient in use of PCs, tablets, smartphones and other electronic devices</li> <li>· Excellent communicator and active listener</li> <li>· Proficient in use of social media platforms</li> <li>· Excellent organizational skills</li> <li>· Ability to work in a position of significant complexity</li> <li>· Maintain composure and professionalism when dealing with high stress situations</li> <li>· Ability to use tact to resolve difficult conversations</li> <li>· Excellent time management skills with proven ability to meet deadlines</li> <li>· Ability to focus and demonstrate great attention to detail</li> <li>· Ability to work cooperatively as a member of a team</li> </ul>
<b>Physical Requirements</b>	<p>This position requires the ability to engage in occasional light physical activity.</p>

**Occupational Hazards**

- N/A

*Jefferson County Government is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Jefferson County Government may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.*

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Employee Signature

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Supervisor Signature

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Date

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Date