



Bastrop County Job Posting

804 Pecan Street, Bastrop TX 78602

(512) 581-7120

An Equal Opportunity Employer

| | | | |
|--|---|---|---------------------------|
| Title: Veteran Services Administrative Assistant | Opening Date: February 23rd, 2026 | Application Deadline: Open until filled | Job #: 260203 |
| Department: Veteran Services | Starting Salary: \$19.11 - \$21.11/hr | Location: Bastrop, TX | Travel: Minimal |

INTERNAL AND EXTERNAL JOB POSTING

Brief Job Description: This position is the primary administrative assistant to the Bastrop County Veteran Services office, employee performs entry-level administrative support or technical program work. Work involves disseminating information, maintaining filing systems, and performing internal administrative support work. Keep track of all documents related to individuals contacted through the Veterans Service office. Transfers data from paper formats into computer files or database systems. Performs related work as required.

Knowledge, Skills and Abilities: This position requires strong professional customer service skills and a comprehensive understanding of applicable laws governing Veteran Services programs. The role demands proficiency in telephone and email communication techniques, including proper etiquette, as well as a solid knowledge of the basic principles, terminology, and operational practices within Veteran Services. The candidate must be able to pass a Federal Government background check and obtain full accreditation from the Texas Veterans Commission and the National Association of County Veteran Service Officers.

Minimum Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, have a high school diploma or equivalent, and a valid Texas Driver's license (or a valid out of state Driver's license with the ability to obtain a TXDL within 90 days). The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Bastrop County does not discriminate on the basis of race, color, age, national origin, sex, religion or disability in employment or in its activities.

A Bastrop County Job Application is required and can be completed at:

<https://na3.docusign.net/Member/PowerFormSigning.aspx?PowerFormId=a7d71333-73b6-4ae5-b3d7-a59c651de914>

Applications postmarked after the closing date will not be accepted. Unless otherwise indicated, regular attendance is an essential job requirement of all positions in the county. All positions requiring a degree and/or licensing require proof of degree and/or license. Your application for employment with Bastrop County may subject you to a criminal background check.

IMPORTANT NOTE TO ALL APPLICANTS: Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Thank you for considering employment with Bastrop County. This position has a six month eligibility list for qualified applicants. Visit our website at: <http://www.co.bastrop.tx.us/page/co.jobs>



BASTROP COUNTY, TEXAS Job Description

Job Title: Administrative Assistant – Veteran Services

Department: Veteran Services

FSLA Status: Non-Exempt

Reports To: Veteran Services Officer

SUMMARY: This position is the primary administrative assistant to the Bastrop County Veteran Services office, employee performs entry-level administrative support or technical program work. Work involves disseminating information, maintaining filing systems, and performing internal administrative support work. Keep track of all documents related to individuals contacted through the Veterans Service office. Transfers data from paper formats into computer files or database systems. Performs related work as required.

SUPERVISION RECEIVED AND EXERCISED:

Works under general supervision from the Veteran Services Officer.

Exercises no supervision

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Answers incoming calls and greets in-person clients. Provides information on veteran benefits, services, and eligibility requirements. Assists with general referrals and application completion as needed.
2. Takes and distributes confidential messages; prepares, edits, and distributes a wide range of documents including reports, newsletters, and flyers using Microsoft Office, Outlook, Google tools, and social media platforms (e.g., Facebook, Twitter).
3. Handles incoming and outgoing mail; reviews veteran benefit applications for completeness, maintains required forms, and submits completed applications to the appropriate office.
4. Maintains organized files and records; updates and distributes referral and resource information for veterans and their families.
5. Inputs client registration and application data into internal software systems and receives all necessary training on in-house systems and procedures.
6. Delivers excellent customer service to veterans, their families, and county staff; works collaboratively with colleagues while maintaining a professional, cooperative attitude.
7. May attend local social service-related meetings. Uphold strict confidentiality and ensure security of all Veteran Services Office information and systems.

8. Performs related work or duties as assigned by supervisor.

OTHER FUNCTIONS: Performs other job related duties as directed by supervisor(s). **Regular attendance is considered an Essential Function of this job.** **NOTE:** The essential functions describe the general nature and level of work being performed by employees holding this position. This is not intended to be a comprehensive listing of all duties and responsibilities required, nor are all duties listed necessarily performed by any one employee so classified.

MINIMUM QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, have a high school diploma or equivalent, and a valid Texas Driver's license (or a valid out of state Driver's license with the ability to obtain a TXDL within 90 days). The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

Applicable laws as related to the Veteran Services Programs;
Policies, procedures and terminology, associated with the business of Veteran Services Programs, including data entry and retrieval using computer software programs;
Telephone techniques and etiquette;
Principles and procedures of record keeping;
Personal Computer skills and software, including Microsoft Office;
Professional Customer Service skills;
Proper English usage, spelling, grammar and punctuation;
Standard office policies, procedures, and equipment;
Bastrop County policies and procedures.

Ability to:

Maintain confidentiality of client information encountered in work activities at all times;
Ability to work independently in the absence of supervision;
Type or word process at a speed necessary for successful job performance;
Perform responsible work involving the use of independent judgment and personal initiative;
Understand the organization and operation of the county and Veteran agencies as necessary to assume assigned responsibilities;
Maintain department files and records;
Prioritize work to be done and work under pressure and with deadlines;
Handle exposure to potentially hostile individuals
Understand and carry out oral and written directions;
Respond to requests and inquiries from the general public;

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain effective audio-visual discrimination and perception needed for:

Making observations, reading and writing, operating assigned equipment, and communicating with others;

Employee must have visual abilities including close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.

Maintain physical condition needed to accomplish the performance of assigned duties and responsibilities, which may include:

Walking, sitting, or standing for long periods of time; Lifting and carrying materials weighing up to 25 pounds such as files or stacks of records; Occasional climbing, stooping, crawling, squatting, &/or kneeling.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and Responsibilities, which may include:

Handling stressful situations;
Interpreting federal laws and regulations;
Effective interaction and communication with others;
Prepare clear and concise reports;
Making sound decisions in a manner consistent with the essential job functions.

EXPERIENCE, EDUCATION, and LICENSING:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years working with the public through the telephone or direct contact;

Two years of data entry; and

Working knowledge of computers.

Two (2) years job related experience and (2) years military service with any branch of the Armed Services with an Honorable discharge or be a widowed Gold Star Mother or un-remarried widow of a serviceman or veteran whose death resulted from service;

Previous experience with Veterans benefits is preferred.

Education:

High School Diploma or Equivalent

Licensing:

SELECTION GUIDELINES:

Formal application; rating of education and experience; oral interview; reference and other background checks; job-related tests may be required.

Drug and Alcohol Testing:

This position is subject to random and/or reasonable suspicion and/or post-accident testing for drugs and alcohol in accordance with applicable federal and state laws and County policy.

Employment At-Will:

This job description does not constitute an employment agreement and is subject to change. Under no circumstance is this job description, or any part of it, to be construed as a contract of employment, either express or implied.

Employment is at-will and may be terminated at any time by either the employer or employee.