

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Veterans Services Specialist

BASIC FUNCTION: Under department supervisor, performs clerical and customer service tasks to serve veterans and their dependents with processing their VA Educational Benefits. Serves as the College Veterans Affairs specialist. Works with minimal direct supervision.

PROVIDES WORK OR LEAD DIRECTION TO: Provides work direction to co-workers and hourly employees.

REPRESENTATIVE DUTIES:

1. Administers the College's veterans services following VA regulations, policies and procedures.
2. Provides specialized information and technical assistance to faculty, students, and other members of the public relating to VA Educational Benefits, College admissions, registration, student records, and referral to other college services.
3. Performs extensive data entry on an administrative computer system that involves multiple data screens.
4. Maintains current knowledge of computer systems (Datatel, VA ONCE, ASSIST) as it relates to processing VA Educational benefits.
5. Implements specific VA program policies and procedures; advises students regarding VA application procedures, program changes, enrollment certification, and status of payments.
6. Processes priority registration, issues bookstore vouchers, defers billing and prepares semester billing reports for veterans who are part of the VA Vocational Rehabilitation Program
7. Acts as liaison with the Veterans Administration, the SAA and the veterans.
8. Researches and submits documentation to the SAA and the Veterans Administration for annual approval for the college catalog and VA approved programs.
9. Collaborates with the Counseling Department and Evaluations office on Student Education Plans and incoming transcripts review.
10. Coordinates with other RCC campuses to provide VA services at other campuses.
11. Develops and maintains Veterans office procedure manual.
12. Monitors and audits VA students' files for VA compliance; applies independent judgment in the reconciliation of student records as required by VA regulations.
13. Coordinates efforts to offer and conduct orientations, veterans events, and outreach services for veterans.
14. Submits required reports by VA deadlines and reconciles reports from the Veterans Administration.
15. Trains, coordinates, and oversees work of the Student Services Technician to ensure accurate input and observance of various deadlines.
16. Hires, trains, and oversees the VA Work-Study staff; includes submitting timesheets.
17. Participates in District-provided in-service training and VA taskforce meetings and training programs.
18. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
19. Performs other duties, related to the position, as assigned.

EDUCATION: Any combination of education and experience equivalent to an associate degree.

EXPERIENCE: Two years of clerical work or college business courses/training. One year of experience within a college admissions and records office.

04/01/09

LICENSES/CERTIFICATIONS REQUIRED: N/A

KNOWLEDGE OF: computer software and modern office equipment; office methods; excellent customer service skills.

ABILITY TO: understand and follow oral and written directions; organize work area and design systems to support effective workflow; identify problem areas and take initiative to inform his/her supervisor; maintain effective working relationships with other staff, students, faculty, and the public.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, students, the general public, VA Vocational Rehabilitation Counselors, county and state VA representatives, State Approving Agency Education Specialist, and other school certifying officials.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.