

**VETERANS SERVICES COORDINATOR**

**BASIC FUNCTION**

Coordinates the daily operations, services, and activities of the Veterans Resource Center (VRC); provides training and direction to staff; assists in the development, coordination, and implementation of programs and services to promote the well-being and success for student veterans and dependents; implements best practices and enhances understanding of the specific needs of student veterans; and ensures compliance with Veterans Administration (VA) policies and procedures.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

**CLASS CHARACTERISTICS**

This classification in the Veterans series is responsible for providing support to the District's VA program operations and services. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform assigned duties and implement program activities. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

**EXAMPLES OF TYPICAL JOB FUNCTIONS**

1. Coordinates the day-to-day operations of the VVRC to promote the well-being and success for student veterans and dependents; ensures compliance with VA regulations, policies, and procedures; serves as liaison with the VA, college and community organizations, and veterans or their dependents.
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 referrals to other college services.
3. Monitors, certifies, and audits VA students' files for VA compliance; facilitates the complex processing of the Post-911 GI Bill to include reporting tuition and fees, and determining VA requirements for certifying residence and hybrid courses; coordinates with Student Accounts on VA reporting requirements for refunding student tuition and fee overpayments.
4. Implements specific VA program policies and procedures; advises students regarding VA application procedures, program changes, enrollment certifications, and status of payments; resolves conflicts with veteran or dependent student files.
5. Serves as a liaison with the VA department, the California State Approving Agency and veteran and dependent students utilizing VA educational benefits, as well as the District's community partners and sponsors; researches and recommends funding opportunities for the VRC; coordinates and prepares submission of scholarship applications and in-kind resource contributions.
6. Prepares and submits required VA reports in a timely manner; reconciles reports for annual reporting fees paid to the District from the VA; verifies veterans priority registration eligibility and enters data into the automated system; sets up data for input into the automated federal certifying system; may serve as school certifying official.
7. Assists in the development, coordination, and implementation of services to provide a broad range of services to support veterans and dependents; works collaboratively with program faculty and other departments to develop strategies for student success; collaborates with a variety of college support

- services, academic services, and specialized programs to maximize resources and services.
8. Processes priority registration; issues bookstore vouchers; defers billing and prepares semester billing reports for veterans who are part of the VA Veteran Readiness and Employment Program.
  9. Collaborates with the Counseling Department and Evaluations office on Comprehensive Student Educational Plans and incoming transcripts review, including but not limited to the Joint Services Transcripts (JST), and with other departments to maximize resources and services to students.
  10. Researches and submits documentation to the California State Approving Agency and the VA for annual approval of the college catalog and VA approved programs; maintains the VRC procedures manual; creates student orientation materials and check lists; coordinates audits from federal VA to maintain GI Bill participation.
  11. Develops, maintains, coordinates, and conducts veteran student orientation events, veteran social and educational events, and outreach services on and off campus; may serve as an associate advisor/mentor to the Veteran Association Club.
  12. Maintains organized files pertaining to the program and its participants including documentation of student interaction and progress, transcripts, and other student records deemed appropriate; maintains strict confidentiality of student information and records.
  13. Attends regional and national conferences and training associated with best practices in veterans services program management.
  14. May plan, direct, and review the work of temporary staff; and ensures staff are trained in their duties and responsibilities.
  15. Participates in District-provided in-service training programs.
  16. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Operational requirements and services for a Veterans Services Center in a community college environment.
2. General program offerings related to the attraction and retention of veterans and their dependents for student success.
3. Methods and techniques of reviewing, approving, and certifying applications for benefits from veterans and their dependents.
4. VA regulations, policies, and procedures.
5. Community resources for students.
6. Community college matriculation processes and services.
7. VA benefits program eligibility rules and regulations.
8. Financial aid resources available to students.
9. Educational challenges experienced by veterans and dependents.
10. Student success and retention strategies.
11. Effective event/activity planning and implementation practices.
12. Mentorship principles.
13. Methods and techniques of preparing materials and delivering workshops on topics related to veterans and dependents student success
14. Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
15. Mathematical skills.
16. General business office administrative procedures.
17. Record keeping principles and practices.

**Ability to:**

1. Oversee the daily operations, services, and activities of the District's Veteran's Resource Center.
2. Provide specialized support to the District's VA student success programs.
3. Review, determine eligibility for benefits, and certify student applications.
4. Understand, interpret, and apply VA, District, and other mandated program policies, rules, and regulations.
5. Work with culturally diverse student populations.
6. Establish long-term mentoring relationships with veteran students to improve their academic performance and personal outcomes.
7. Serve as a mentor to assigned students.
8. Host and conduct workshops designed to facilitate student success.
9. Serve as an advocate for veterans and their dependents in achieving educational goals.
10. Follow through with students to ensure they are on track, meet class guidelines, and maintain college deadlines and document requirements.
11. Prepare educational information materials such as flyers, newsletters, and related documents.
12. Generate and maintain accurate computerized records, databases, reports, and files.
13. Maintain confidential and comprehensive files and records.
14. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
15. Exercise independent judgment within general policy and procedural guidelines.
16. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
17. Communicate effectively in the course of performing work tasks.
18. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
19. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
20. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

**Education and Experience:**

A bachelor's degree and three (3) years of experience coordinating a veteran's services program in higher education; or an equivalent combination of education, training, and/or experience.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without

reasonable accommodations.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, with no direct exposure to hazardous physical or chemical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.