

## **RIVERSIDE COMMUNITY COLLEGE DISTRICT CLASSIFIED POSITION DESCRIPTION**

**JOB TITLE:** Veterans Services Coordinator

**BASIC FUNCTION:** Under the Dean of Enrollment Services, coordinates daily work and lead to provide direction to the Veterans Office staff; to ensure efficiency of the office operations while maintaining VA compliance in processing VA Educational benefits for veterans and their dependents.

**PROVIDES WORK OR LEAD DIRECTION TO:** Veterans Services Specialist and student workers.

### **REPRESENTATIVE DUTIES:**

1. Administers the College's veteran's 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. 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. Maintains and updates the VA Student Education Plans Shared folder to coordinate with the Counseling and Evaluations Departments to facilitate the preparation of the VA SEPs. Oversees the utilization of the VA approved programs.
10. Provides assistance to Norco and Moreno Valley Colleges as needed with processing VA Educational benefits.
11. Monitors and audits VA students' files for VA compliance; applies independent judgment in the reconciliation of student records as required by VA regulations.
12. Coordinates efforts to offer and conduct orientations, veteran's events, and outreach services for veterans.
13. Submits required reports by VA deadlines. Reconciles the reports for the annual Reporting Fees paid to the college from the Veterans Administration.
14. Coordinates tasks for the Veterans Services Specialist to provide direction and ensure compliance meeting VA regulations and deadlines.
15. Hires, trains, and oversees the VA Work-Study staff; includes submitting timesheets.
16. Collaborates with Information Services and the Application Support Technician to create reports required to facilitate the processing of the Post-911 GI Bill reporting.
17. Facilitate 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. Coordinate with Student Accounts pertaining to VA reporting for refunding of students tuition and fees overpayments.
18. Coordinate staffing for the Veterans Resource Center; monitor laptop check-out, VRC usage, and provide assistance with Assistive/Adaptive computer programs.
19. Participates in District-provided in-service training and VA taskforce meetings and training programs.
20. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public

21. Performs other duties, related to the position, as assigned.

**EDUCATION:** Any combination of education and experience equivalent to an associate degree is required. Bachelor's degree desired.

**EXPERIENCE:** Minimum of three years of clerical work or college business courses/training. At least one year of experience working within a college admissions and records office. Experience working in a veteran's services department is required.

**LICENSES/CERTIFICATIONS REQUIRED:** N/A

**KNOWLEDGE OF:** Veteran's regulations, policies and procedures; computer systems as it relates to veteran educational benefits; outreach and marketing techniques to apprise students and the community of services available; 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; apply independent judgment reconciling students records as required by VA regulations; coordinate a variety of services into a central program; 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.