

VETERANS SERVICES SPECIALIST

BASIC FUNCTION

Assists in the development, coordination, and implementation of a broad range of services for veterans, active military service members, and their dependents; assists veterans in processing Veterans Administration (VA) educational benefits and ensuring compliance with mandated requirements; and partners with other District departments to assist veterans and their dependents with navigating the District's educational offerings and campus operations.

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 independently performing specialized duties in support of the District's Veterans Services program. Employees at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Provides specialized support in administering the District's veterans services and benefits programs, ensuring compliance with VA and District policies, procedures, rules, and regulations.
2. Collaborates with the Counseling Department and Evaluations office on Comprehensive Student Educational Plans, educational plans, and reviews of transcripts, including, but not limited to, Joint Services Transcripts (JST) and potential credits earned from prior learning.
3. Coordinates services with other District colleges to facilitate the certification process for veterans and dependents utilizing benefits in those locations.
4. Processes priority registration, issues bookstore vouchers, defers billing, and prepares semester billing reports for all eligible veterans, including, but not limited to, Veterans Readiness & Employment Program participants.
5. Performs data entry on internal and external administrative computer systems related to the Veterans Services program.
6. Researches and submits documentation to requesting agencies, such as the California State Approving Agency and the VA, for annual approval of the college catalog and VA approved programs; maintains the Veterans Resource Center (VRC) procedures manual.
7. Prepares and submits required reports to the VA in a timely manner; verifies and enters data into the automated system.
8. Coordinates and conducts veteran student orientation workshops, veteran social and educational events, and outreach services on campus.
9. Maintains the Veterans Service website and social media platform(s), including content updates.
10. Participates in the hiring, training, and supervision of Veterans Services student worker staff.
11. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
12. Serves as a liaison with the VA department, the California State Approving Agency, and veterans and dependents utilizing VA educational benefits.
13. Attends conferences and trainings associated with best practices in veteran services programs.

14. Participates in District-provided in-service training programs.
15. 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. Program offerings related to the attraction and retention of veterans and their dependents for student success.
2. VA regulations, policies, and procedures.
3. Community resources for students.
4. Community college matriculation processes and services.
5. VA benefits program eligibility rules and regulations.
6. Effective event/activity planning and implementation practices.
7. Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
8. Mathematical skills.
9. General business office administrative procedures.
10. Record keeping principles and practices.

Ability to:

1. Provide specialized support to the District's VA student success programs.
2. Review and certify student applications.
3. Understand, interpret, and apply VA, District, and other mandated program policies, rules, and regulations.
4. Work with culturally diverse student populations.
5. Host and conduct workshops designed to facilitate student success.
6. Prepare educational information materials such as flyers, newsletters, and related documents.
7. Generate and maintain accurate computerized records, databases, reports, and files.
8. Maintain an understanding of current ideas, research, and practices pertaining to the areas of responsibility for this position, through continued study and participation in professional organizations.
9. Maintain the Veterans Services website content.
10. Maintain confidential and comprehensive files and records.
11. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
12. Exercise independent judgment within general policy and procedural guidelines.
13. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
14. Communicate effectively in the course of performing work tasks.
15. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
16. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
17. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

An associate's degree and two (2) years of experience providing technical support to 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.