

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: VETERAN SERVICES SPECIALIST**

#### **SUMMARY DESCRIPTION**

Under the direction of the Director of Financial Aid and Veteran Services, perform a variety of duties related to the certification and processing of student applications for Veterans Administration (VA) educational benefits, tutorial assistance and work study benefits in accordance with legal guidelines; serve as liaison between students, the College and the Veterans Administration; monitor student progress and assure timely payment of benefits to students; perform outreach speaking duties at local military bases; coordinate Veteran's office activities; provide information concerning eligibility requirements and regulations, coordinate office activities.

#### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Track, review and accurately certify the educational plans of students to assure receipt of VA educational benefits for applicable course work by serving as a School Certifying Official; assure compliance with applicable policies; communicate with academic counselors to assure accuracy of academic plans; counsel students regarding individual education plans; communicate status to students. *E*
2. Assist students with and process applications for VA educational benefits; process requests from guest students and provide parent letters as requested; disseminate appropriate federal forms; instruct students in correct procedures to complete necessary forms; inform students of supporting documentation needed to complete the application process; explain first semester responsibilities to students regarding transcripts, course registration, priority registration and assessment testing. *E*
3. Receive, review and process course declarations to assure the timely payment of benefits; notify students of courses not receiving VA educational benefits; update student educational plan to reflect student enrollment; track and report students that do not meet the minimum academic and progress standards. *E*
4. Review academic records to determine student progress toward completion of degrees and/or certificates; track and report graduation and program completion. *E*
5. Coordinate the evaluation of previous college and military training transcripts; check for course repetitions; ensure transferable units are posted to student's record. *E*
6. Serve as liaison with state and federal auditors to review accuracy and timeliness of submissions; serve as liaison between financial services, cashiering and the bookstore; communicate with outside organizations to coordinate, obtain and verify information. *E*
7. Maintain accurate student records; generate reports to monitor course enrollment and unit load changes, report status enrollment changes to VA to ensure accurate payment of benefits. *E*
8. Maintain current knowledge of complex rules, regulations and procedures related to VA benefits; assist with departmental Administrative Units Outcomes (AUOs) assessment and yearly program review, provide information to students, faculty, staff and the public regarding Veteran's office functions. *E*
9. Advise student applicants in Veteran benefits and Veteran dependants' phases of G.I. Bill; explain program regulations and policies; provide assistance and information both in person and through digital media regarding various G.I. Bill programs, tutorial assistance, work-study benefits and other services. *E*
10. Prepare, maintain and verify a variety of files and records related to various VA services; prepare and submit a variety of required weekly and monthly reports; prepare and maintain reports, files, records and

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correspondence related to veterans benefits; coordinate preparation of annual MIS reporting by verifying accuracy of data. *E*

11. Coordinate the scheduling of activities for the Department of Veteran's Affairs representatives and State Approving Agency visits; assist in the organization and coordination on-campus veteran's workshops; prepare annual catalog approval submission for the State Approving Agency. *E*
12. Plan and implement outreach and public speaking duties to promote college enrollment of veterans; visit local military bases and installations to represent the college and provide information and brochures concerning educational benefits. *E*
13. Write, layout, print and distribute Veterans Newsletter and Outreach brochure; write and maintain scripts for Infoline and on-campus manuals. *E*
14. Attend various meetings; participate in local and federal workshops and committees. *E*
15. Train and provide work direction to student workers; assist with hiring and evaluation of student workers; establish office coverage schedules; train staff in the use of computerized systems; provide technical expertise to other personnel as needed.
16. Refer students to Veterans' Resource Center, social service agencies and other community resources as needed.
17. Assist in coordination and planning of Veteran's Day ceremony.
18. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

VA regulations and policies related to educational, work study and tutorial benefits.

Applicable sections of State Education Code and other applicable laws.

College catalog, schedule timelines, policies and objectives.

District organization, operations, policies and objectives.

Principles and practices of work direction and training.

Interviewing techniques.

Interpersonal skills using tact, patience and courtesy.

Principles and practices of record keeping.

Methods and techniques of report preparation.

Public speaking techniques.

Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.

Oral and written communications skills.

Technical aspects of field of specialty.

Correct English usage, grammar, spelling, punctuation and vocabulary.

**Ability to:**

Select, develop and present VA benefit information to students, staff and the public.

Interpret and explain complex VA benefits and applicable laws, rules and regulations.

Advise, counsel and interview students from diverse ethnic and socio-economic backgrounds.

Respond to requests and inquiries from students, staff, or the public; effectively present technical information in person or on the telephone to students, staff, or the public.

Train and provide work direction to others.

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Meet critical deadlines while working with frequent interruptions.  
Compile accurate data and maintain records.  
Prepare a variety of routine and complex reports.  
Analyze situations accurately and adopt an effective course of action.  
Operate office equipment including computers and supporting word processing, spreadsheet and database applications.  
Make arithmetic calculations quickly and accurately.  
Understand and follow oral and written instructions.  
Work confidentially with discretion.  
Work independently with little direction.  
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.  
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: two years of college with major course work in social science or a related field; three years increasingly responsible experience in student services.

**DESIRED QUALIFICATIONS**

Experience working with the Veterans Administration and as a School Certifying Official is desirable.

**LICENSE OR CERTIFICATE**

Valid California driver's license and a safe driving record.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

Revised: April, 1999 and: January, 2007  
*Johnson & Associates*

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*Human Resources*