

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: VETERANS' RESOURCE CENTER COORDINATOR**

#### **SUMMARY DESCRIPTION**

Under the direction of the Director of Financial Aid and Veterans' Services, oversee and coordinate the services and activities of the College's Veterans' Resource Center (VRC); develop and participate in marketing and outreach activities to promote and further enhance the Center and program; coordinate activities to support the College's participation in the Service Opportunity Colleges (SOC) program; coordinate with external agencies to bring relevant services to the SWC veteran population; research and pursue outside funding opportunities, provide non-instructional services to eligible veterans, active duty military, reservists, and dependents/spouses; serve as a liaison between students, the College and the Veterans' Administration and serve as a Certifying Official, performing 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.

#### **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. Oversee and coordinate the daily operations, services, and activities of the Veterans' Resource Center; create a welcome and supportive environment that provides information and services to support student veterans' success; set and enforce standards for proper usage of the Veterans' Resource Center by student veterans. **E**
2. Promote the Veterans' Resource Center throughout various outreach methods, including workshops and outreach events; develop active collaborations and partnerships with veterans' organization and community organizations to augment the services currently provided by the College in support of veterans. **E**
3. Develop and coordinate veteran activities and events including orientations for veterans, Student Veteran Organization events, campus and community presentations, and related events on and off campus; develop and expand student veterans' activities to promote student veteran camaraderie. **E**
4. Provide workshops on various topics, including GI Bill Benefits, choosing majors, resume writing, job searching, networking, and other workshops requested by student veterans. **E**
5. Plan and implement outreach and public speaking duties to promote college enrollment of veterans and services offered at Veterans' Resource Center; visit local military bases and installations to represent the college and provide information and brochures concerning educational benefits. **E**
6. Coordinate services and activities with other College departments and staff including Admissions and Records, Counseling, the Campus Store, Financial Aid, Student Activities, Personal Wellness and Disabled Support Services, as well as other educational institutions; assist student veterans with admissions, registration and other related activities. **E**
7. Coordinate with external agencies including vocational rehabilitation agencies, Employment Development Department, regional veterans centers and other regional agencies regarding programs and services for veterans and/or veterans' dependents; partner with external agencies to provide additional mental health resources on and off campus for veterans. **E**
8. Serve as technical resource to students and staff; respond to inquiries related to veterans' affairs; provide information in an individual personalized or large group setting to assist students in planning and organizing their educational and career goals and objectives; interpret and explain federal and state regulations and legislation related to veterans' programs and services. **E**

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9. Coordinate activities to support the College's participation in the Service Opportunity Colleges (SOC) program; prepare Student Agreements; maintain SOC transfer database; serve as program point of contact; develop outreach program to promote program benefits. *E*
10. Develop and implement funding sources outside the Veterans' Administration federal funds for veterans' programs and services including grants, events and donations. *E*
11. Assist students with and process applications for VA educational benefits; 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 Student Success and Support Program (SSSP) requirements and first semester responsibilities to students regarding transcripts, priority registration, orientation, assessment testing, course registration and development of student education plans. *E*
12. Serve as a College Certifying Official; process applications for benefits; certify veterans, reservists and veterans' dependents/spouses for educational benefits; certify attendance and appropriateness of courses enrolled toward a degree or program; assist with assessing prior training and credit; evaluate, verify and monitor student eligibility in accordance with Veterans' Administration guidelines. *E*
13. Advise student applicants in Veteran benefits and Veteran dependants' phases of G.I. Bill; explain program regulations and policies; provide assistance and information in person and on the telephone regarding various G.I. Bill programs, tutorial assistance, work-study benefits and other services. *E*
14. Maintain extensive and up-to-date knowledge of complex rules, regulations, legislation and procedures related to VA benefits; provide information to students, faculty, staff and the public regarding Veteran's office functions. *E*
15. Prepare, maintain and verify a variety of files and records related to various VA services; prepare and submit a variety of required reports; prepare and maintain reports, files, records and correspondence. *E*
16. Write, layout, print and distribute Veterans Resource Center informational and outreach materials; develop and maintain Veterans Resource Center webpage and on-campus manuals. *E*
17. Train, oversee and provide work direction to veteran student workers at the Veterans' Resource Center; establish office coverage schedules; train staff in the use of computerized systems; provide technical expertise to other personnel as needed. *E*
18. Maintain office workflow and procedural documentation manuals; maintain security and confidentiality of student records and data; create and update databases and student information system; create, update and/or revise forms and information materials. *E*
19. Attend various meetings; participate in local and federal workshops and committees. *E*
20. Refer students to social service agencies and other community resources as needed. *E*
21. 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.  
Available veterans' benefits, services and supporting funding from public and private agencies.  
Outside resources and supportive services available to veterans.  
College services available to veterans.  
College catalog, schedule timelines, policies and objectives.  
Principles and practices of work direction and training.  
Interviewing techniques.  
Interpersonal skills using tact, patience and courtesy.

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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:**

Coordinate and direct program, activities and operations of the Veterans Resource Center.  
Independently develop and implement marketing and outreach programs and activities.  
Recommend and implement goals and objectives for providing various programs and operations.  
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.  
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 software 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. Experience working with the Veterans Administration, a Veterans' Resource Center or Veterans' Service office 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.