

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: VETERAN SERVICES SPECIALIST

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of an area administrator, develop, implement, and manage a variety of advanced and specialized duties to coordinate, communicate and process District Veteran programs and services; coordinate communications between students, faculty, staff and various community, county, state and government agencies.

REPRESENTATIVE DUTIES:

Develop and implement a variety of advanced specialized duties to coordinate, communicate and process Veteran programs and services; coordinate communications between students, faculty, staff and various community, county, state and government agencies. *E*

Develop and implement a plan aimed at increasing veteran services resulting in an increase in veteran student participation in post-secondary education. *E*

Analyze and review student files for accuracy and completeness; contact students when additional documents or information is needed. *E*

Research and compile data to prepare a variety of reports, program applications, compliance surveys, and audits in accordance with county, state and government requirements. *E*

Coordinates and directs the daily work activities of the Veteran Services classified staff and student workers. Develop, Coordinate and monitor Veteran Services programs; develop procedures for daily operations and establish program guidelines; evaluate student needs; coordinate and provide appropriate student services such as GIBill application, EBenefits, financial aid, counseling, tutoring, admissions, web advisor, ACCESS Resource Center and referrals to other support student services as needed. *E*

Evaluate and monitor Veteran Programs; maintain and monitor student records, order program supplies and track expenses; serve as liaison to community, county, state and federal agencies. *E*

Advise and assist students with GIBill Education application and other federal, state and college applications and opportunities. *E*

Consults with students regarding academic concerns, assists students in obtaining support and resources to meet specific needs. *E*

Collaborates with other program areas on activities and events to enhance the wellbeing of student veterans. *E*

Assess, develop, and monitor the needs of the student veteran population; recommends new initiative according to the identified needs and implement programs accordingly. *E*

Work cooperatively and collaboratively with programs such as EOPS, CARE, ACCESS, CalWORKs, and other related services. *E*

Attend and participate in meetings, committees, conferences and workshops related to assigned programs; act as liaison to enhance communication between college, local, county, state and federal agencies. *E*

Plan, organize, schedule, implement workshops on various state, federal and school programs, benefits and referrals. *E*

Establish and maintain effective working relationships and communications with community, state and federal organizations to facilitate coordination of program services. *E*

Maintain and organize a variety of records, logs, files and spreadsheets, including information of a confidential nature; maintain confidentiality of information related to District, personnel or controversial matters. *E*

Develop, implement and monitor the Veteran Services budget, compiles statistical and financial data and other information for special, periodic and annual reports as required by county, state, federal and area supervisor as required. *E*

Submit veteran work-study applications and extensions requests. Maintains veteran work-study timesheets and submit for payment. *E*

Perform a variety of department support duties; answer phones; provide information regarding programs, services and requirements; interpret and apply rules and regulations as appropriate; assist in resolving questions and issues as appropriate. *E*

Perform administrative and clerical support duties including preparing a variety of correspondence; scheduling appointments; facilitating communication between supervisor, staff and public; develop and create program flyers, brochures, media presentations; receiving and opening mail; and ordering and maintaining materials and supplies as needed. *E*

Operate a personal computer and standard office equipment to enter data, maintain records and generate reports; utilize word processing, spreadsheet, database and other software required by the position. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Board Approved April 2019

Effective March 2018

KNOWLEDGE OF:

District and department organization, operations, policies and objectives.
Federal and State financial aid programs.
Veteran policies and objectives.
Veteran Affairs current state and federal laws and regulations.
Modern office practices, procedures and equipment.
Record-keeping techniques.
Interpersonal skills using tact, patience and courtesy.
Computer software for creating, formatting and editing written documents and performing data entry.
Telephone techniques and etiquette.

ABILITY TO:

Perform advanced specialized duties to coordinate, communicate and process District programs.
Motivate students to achieve their education goals.
Read, interpret, apply and explain rules, regulations, policies and procedures.
Serve as liaison for District Veteran Services with community, county, state and federal agencies.
Organize presentations and related events.
Collect and compile statistical data for reports.
Prepare and maintain a variety of correspondence, reports, records, files, logs, spreadsheets, lists, flyers and department website.
Work confidentially with discretion.
Analyze situations correctly and adopt effective course of action.
Attend and participate in a variety of committees, conferences, workshops and events.
Operate a personal computer to enter data, maintain records and generate reports.
Plan and organize work.
Establish and maintain cooperative and effective working relationships with others, including those from diverse, academic, socioeconomic, cultural, ethnic and disability backgrounds.
Work independently with little direction.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate's degree in business or other related field, minimum of three years increasingly responsible administrative support or complex secretarial experience and veteran student services, or other related experience.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS:

Board Approved April 2019
Effective March 2018

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is required to perform moderate lifting, bending and reaching above the shoulder; sit or stand for extended periods of time; speak and hear to exchange information and interview students; use hands and fingers to operate a computer terminal and other office equipment. Incumbent may be occasionally exposed to dissatisfied or abusive individuals.

Office environment; subject to interruptions and distractions.