



SENIOR VETERANS SERVICES SPECIALIST

DEFINITION

Under the direction of an assigned manager, performs a variety of technical duties to assure eligible students receive available Veteran benefits and educational services; serves as a customer service and technical resources concerning Veteran programs and services; review, verify and process related forms and applications; oversee office operations, train and provide work direction to work-study staff involved with intake and processing Veterans documents; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction and provides training to work-study staff as needed, but no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for coordination of assigned specialized program implementation and outreach tasks in support of Title 38 programs. The work has technical aspects requiring the interpretation and applications of policies, procedures, and regulations and involves frequent contact with students, faculty and outside organizations. Incumbents at this level perform the full range of duties as assigned, work independently, exercise judgement and initiative, and receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS

Management reserves the right to make reasonable accommodations so that qualified employees with verified medical conditions can perform the essential functions of the job.

- Performs a diverse range of technical duties to assure eligible students receive available Veteran benefits and educational services; advises student applicants on the application process; explains program regulations and policies; provides assistance with tuition assistance and priority registration, and provides information regarding various veterans programs, VA work-study opportunities, and other services.
- Provides specialized information and technical assistance to students, faculty, staff, and the public regarding Veteran-related Educational Benefits, College admissions process, assistance with registration, accessing student records, and referrals to other college services.
- Monitors and follows up on student progress and enrollment; assures student needs are being met; reviews various documents to assure students meet college course, enrollment, major, degree, unit, certificate, GPA, residency, program, and service requirements.
- Processes changes in enrollment certification for adds, drops, and other schedule changes; coordinates concurrent enrollment with other colleges as needed; compiles semester billing records for veterans who are part of the VA Vocational Rehabilitation program.
- Follows up with and resolves VA payment and discrepancy issues; investigates delays and clarification of payments with U.S. Department of Veterans Affairs (VA); determines qualification for tuition assistance for qualified Veterans; processes priority registration status for veterans; issues bookstore vouchers, and defers billing as needed while receipt of funds are pending.
- Serves as a liaison between the Veterans Administration, the State Approving Agency and the veterans.

- Researches and submits documentation to the State Approving Agency and the Veterans Administration for annual college catalog approval and reports listing of degrees, certificates, and locations at the District to establish and ensure VA approved programs eligible for benefits and funding.
- Collaborates with the Counseling Department on the creation of Student Education Plans that align with VA regulations and student educational goals and assists with reviewing incoming transcripts to ensure veterans are receiving prior credit consideration toward their program of study at the District and that the benefits are established for applicable coursework.
- Develops and maintains Veterans Resources Center policy and procedure manual.
- Monitors and audits VA students' files for VA compliance; applies independent judgment in the reconciliation of student records as required by VA regulations.
- Coordinates efforts to offer and conduct orientations, veterans events, and outreach services for veterans.
- Submits required reports by VA deadlines and reconciles reports from the Veterans Administration.
- Oversees and trains, the VA Work-Study students in appropriate office practices, including providing accurate information, and maintaining confidentiality.
- Participates in District provided in-service training and VA taskforce meetings and training programs.
- Works productively and cooperatively with others by demonstrating respect, patience, and equitable treatment of all internal and external customers.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations and services of comprehensive veterans programs.
- Policies and procedures associated with federal, state, and local financial aid and veterans programs including grants and waivers.
- Multiple sources of veterans funding and their application processes, rules, and regulations.
- Methods and techniques of determining funding program eligibility.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility including those related to confidentiality.
- Methods and techniques of interviewing students and obtaining information necessary for financial aid applications.
- Mathematical skills.
- Principles and business correspondence and routine reports.
- Principles and practices of fiscal record keeping.
- Operational characteristics of multiple databases from funding agencies to ensure data is properly retrieved, entered, and submitted.
- District and mandated safety rules, regulations, and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Review and evaluate financial aid and/or veterans applications for completeness and accuracy; determine and resolve deficiencies and discrepancies.
- Understand and apply a diverse range of eligibility and funding criteria from multiple financial aid and veterans resource organizations.
- Perform accurate mathematical calculations and computations.
- Assist students in completing applications and forms.
- Work collaboratively, tactfully, and efficiently with students and families to evaluate and understand their financial aid needs.
- Stay current on changing funding policies, procedures, and requirements.
- Compile information and generate reports.
- Prepare and maintain student and program files.
- Maintain confidentiality of information received in the course of work.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to an associate degree with coursework in finance, social services, accounting, or a related field.

Experience:

- Five (5) years of progressively responsible finance and accounting program experience, preferably in an educational environment, or in a veteran services program.

Certifications:

- Certificate of training as a School Certifying Official.

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 is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions 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 up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.