



Veterans Services Coordinator

Classified Range: 42

Board Approved: 09/10/2020

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.

SUMMARY DESCRIPTION

Performs a variety of specialized duties involved in coordinating and overseeing the day-to-day operations of the Veterans Resource Center (VRC) at an assigned campus; provides support services to veteran students, including certifying educational benefits.

SUPERVISION RECEIVED AND EXERCISED

Receives limited direction from appropriate supervisor; checks with supervisor regarding non-routine assignments. May provide technical and/or functional direction to assigned student workers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Coordinates and oversees the day-to-day operations of the Veterans Resource Center (VRC) at an assigned campus; interprets, explains and implements policies and procedures in support of the District's admissions, eligibility and applicable federal and State statutes and guidelines related to veteran educational benefits.
2. Serves as a liaison and resource for veterans' affairs; assists in the planning, development and implementation of the District's Veterans Educational program designed to encourage the success and retention of veteran students.
3. Provides specialized support services such as assisting veteran students with finding on or off campus employment, housing, community resources, rehabilitation services, counseling services, and referrals to internal and external Veterans Administration (VA) services.
4. Provides a variety of information and assistance to students, staff, the public, and outside agencies concerning admissions, veteran benefits, eligibility, registration, transcripts, and student records policies and procedures; educates prospective students on VA benefits and educational opportunities at the college.
5. Performs certification of GI Bill recipients, veterans' educational benefits, payment of benefits in accordance with the Department of Veterans Affairs' regulations and procedures.
6. Ensure eligible veteran students receive basic housing allowances, book stipends, VA work-study opportunities, and related benefits.
7. Plans, coordinates and implements the campus-based, veteran focused events, outreach and related promotions of the District's veterans' educational services; represents the District at special events; establishes community awareness of the District's applicable services available for VA benefits.
8. Performs a variety of duties involved in conducting student admissions processing and registration activities; assembles materials and equipment utilized at registration stations; screens students for testing and determines residency status according to established guidelines; schedules veteran student assessment testing dates.



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9. Assists students with application procedures, financial aid programs, and other applicable student services; provides assistance in resolving problems in relation to veteran student issues.
10. Prepares and maintains student records and files for reporting purposes.
11. Assists in monitoring expenditures and related VRC budgets; researches and recommends equipment and materials for the Veterans Resource Center (VRC).
12. Distributes forms, petitions, transcript requests, and other forms to students as required.
13. Collaborates with District staff, the County of San Bernardino Department of Veterans Affairs, State Chancellor's Office, and other community partners serving veterans and their families.
14. Performs other duties as related to the primary job duties.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of the Veterans Educational program and Veterans Affairs.
- VA regulations and policies related to educational benefits i.e. the Montgomery G.I. Bill.
- Admissions and matriculation processes.
- Applicable sections of State Education Code and other rules and regulations relative to the area of assignment.
- Pertinent federal, state, and local laws, codes, and regulations relating to the Veterans Affairs.
- Technical aspects of assignment, including residency requirements, veterans service benefits, community resources, transcripts, and continuing education.
- Recordkeeping and report writing methods and techniques.
- Basic knowledge of word processing software, spreadsheets, social media, Internet, e-mail system, and PowerPoint software.
- Modern office practices, procedures, and equipment.

Ability to:

- Operate a variety of office equipment, a computer, and assigned software.
- Gather and analyze data and situations and make appropriate decisions.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio economic, ethnic religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty, and staff.
- Interpret and apply pertinent federal, state, and local policies, laws, and regulations as it relates to the position.
- Prioritize work assignments in order to meet important deadlines.
- Establish and maintain full confidentiality of information and records of students.



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- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain records and prepare reports.
- Maintain current knowledge of rules and regulations related to assigned activities.

Education and Experience Guidelines – *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education:

- Bachelor's degree from an accredited college or university.

Experience:

- Three (3) years of increasingly responsible experience in financial aid, student services, or Veterans Affairs office in a post-secondary institution.

Equivalency Provision:

- In the absence of a Bachelor's degree, an Associate's degree or sixty (60) semester units and five (5) years of increasingly responsible experience in financial aid, student services, or Veterans Affairs office in a post-secondary institution is qualifying.

Preferred Experience:

- Experience working in or familiarity with a Veterans Affairs Program.

License or Certificate:

- Possession of a valid California class C driver license.

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.

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 occasionally lift, carry, push, and/or pull light to moderate amounts of weight, up to 30 pounds; 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; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

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