



Veterans Services Coordinator

Classified Range: 42

Board Approved: 11/18/21 P. 1|5

*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; refers only unusual decisions to supervisor. May provide technical and functional direction to assigned student workers.

REPRESENTATIVE DUTIES

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.
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.



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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.

MINIMUM QUALIFICATIONS

CORE COMPETENCIES:

Analyzing and Interpreting Data

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

Customer Focus

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs **

Reading Comprehension

- Understanding and using written information
- Knows the meaning of printed words; comprehend the literal meaning of text
- Make interpretations, applications, deductions, inferences, extrapolations from written information **

Professional and Technical Expertise

- Applying technical subject matter to the job **
- Knows the rudimentary concepts of performing the essential technical operations

Critical Thinking

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**



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Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions **
- Adds, improves, modifies, or develops features and functionality**

Team Work/Involving Others

- Collaborating with others to achieve shared goals
- Engages others for suggestions and ideas

Writing

- Communicating effectively in writing
- Using correct writing mechanics including spelling, vocabulary, grammar, syntax, punctuation, capitalization, sentence structure
- Logically orders and structures ideas and progression of thought

Adaptability

- Responding positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar

Innovation

- Imagining and devising new and better ways of doing things**
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried**

Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately**

Legal and Regulatory Navigation

- Understanding, interpreting, and ensuring compliance with laws and regulations
- Locates, understands, or provides factual regulator information**



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- Works within the bounds and limits of what is permissible

Professional Integrity and Ethics

- Follows a clear-cut set of rules
- Understands practical necessity of rules and ethical guidelines
- Shows consistency in behavior and judgement over a long term and varied situations

Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

***Lead, Advanced or Senior Level Positions*

Education and Experience Guidelines

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 driver's 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



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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.