CLASS TITLE: VETERAN’S SERVICES SPECIALIST

BASIC FUNCTION:

Under the direction if an assigned manager, perform a variety of technical duties to assure eligible students receive available veteran benefits and educational services; serve as a technical resource 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.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Perform a variety of technical duties to assure eligible students receive available veteran benefits and educational services; evaluate military experience and advise student applicants on veterans educational benefits; 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.

Monitor and follow up on student progress and enrollment; assure student needs are being met; review various documents to assure students meet College course, enrollment, major, degree, unit, certificate, GPA, residency, program and service requirements.

Assist and meet with students applying for various programs, services and benefits including veterans and dependents; process military tuition requests for tuition assistance; refer students to various programs and services; assist students with establishing and meeting educational goals.

Distribute and monitor payments to students as directed; follow up with and resolve tuition payment and discrepancy issues; investigate delays and clarification of payments with Veteran’s Administration; determine qualification for tuition assistance for qualified veterans.

Serve as a technical resource to students, faculty, staff and the public regarding veteran-related educational functions; respond to inquires and provide detailed and technical information concerning related standards, requirements, practices, policies and procedures.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software; input confidential student data into computer tracking system

Train and provide work direction to work-study staff involved with intake and processing Veterans documents; coordinate office activities to assure timely and efficient office operations; schedule work hours and complete time sheets for staff.

Process changes in enrollment status for adds, drops and schedule changes; submit related reports to Veterans Administration; coordinate concurrent enrollment with other colleges; prepare documentation for “early- outs” through the Veteran’s Administration office.

August 2006
Certify the educational plans of students accurately to assure receipt of benefits for applicable course work; assure compliance with applicable policies; communicate with academic counselors to assure accuracy of academic plans; advise students regarding individual education plans.

Prepare for and assist with VA audits as directed; review student study programs and unit certification to assure compliance with established requirements; contact VA to obtain approval for various benefits and College catalog information as needed.

Maintain current knowledge of VA and other applicable policies, procedures and regulations; notify students of changes as needed; implement and report changes in student status and VA services; assist in researching and monitoring proposals affecting funding opportunities.

Communicate with students, College personnel and various outside agencies to exchange information and resolve issues or concerns; serve as a liaison between the College, students and the Department of VA.

Compile information and prepare and maintain various records and reports related to students, veterans, dependents, degrees, certificates, benefits, Veteran’s Affairs (VA) and assigned activities; prepare and distribute a variety of correspondence.

Attend various Veterans meetings; participate in local and federal workshops and committees as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Veteran education-related regulations and policies related to educational, work study, tutorial benefits and other military assistance programs.
Applicable sections of State Education Code and other applicable laws.
College catalog, schedule timelines, policies and objectives.
Organizational operations, policies and objectives.
Interviewing and advisement techniques.
Interpersonal skills using tact, patience and courtesy.
Record-keeping and report preparation techniques.
Public speaking techniques.
Modern office practices, procedures and equipment.
Oral and written communications skills.
Operation of a computer and assigned software.
Technical aspects of field of specialty.
Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:
Perform a variety of duties related to the certification and processing of student applications for August 2006
veteran educational benefits, tutorial assistance and work study benefits in accordance with legal guidelines.
Monitor student progress and assure timely payment of benefits to students.
Select, develop and present veterans benefit information to students, staff and the public.
Interpret, apply and explain complex benefits and related laws, rules and regulations.
Advise, counsel and interview students from diverse ethnic and socio-economic backgrounds.
Serve as a technical resource regarding veteran-related educational functions.
Understand and follow oral and written instructions.
Communicate effectively both orally and in writing.
Meet schedules and time lines.
Plan and prioritize work.
Compile data, maintain records and prepare reports.
Establish and maintain effective and cooperative working relationships with others.
Operate a variety of office equipment including computer and assigned software.
Make arithmetic calculations quickly and accurately.
Work independently with little direction.

**EDUCATION AND EXPERIENCE:**
Any combination equivalent to: graduation from high school supplemented by college-level course work in social science or a related field and two years increasingly responsible experience with public contact.

**WORKING CONDITIONS:**

**ENVIRONMENT:**
Office environment.
Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to read a variety of materials.
Sitting or standing for extended periods of time.