

VETERANS SERVICE SPECIALIST

DEFINITION

Under the direction of 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.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Manager of Financial Aid, Special Programs. Exercises technical and functional direction over and provides training to assigned 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 application 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, working independently, and exercising judgment and initiative. Incumbents at this level 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. This class is distinguished from the Manager, Financial Aid and Special Programs in that the latter is overall responsible for specialized financial aid, scholarship, veteran services, and other student support services functions.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Performs a variety of technical duties to assure eligible students receive available Veteran benefits and educational services; evaluates military experience and advises student applicants on Veterans educational benefits; explains program regulations and policies; provides assistance and information in person and on the telephone regarding various General Issue (G.I.) Bill programs, tutorial assistance, work-study benefits, and other services.
2. 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.
3. Assists and meets with students applying for various programs, services, and benefits including Veterans and dependents; processes military tuition requests for tuition assistance; refers students to various programs and services; assists students with establishing and meeting educational goals.

4. Distributes and monitors payments to students as directed; follows up with and resolves tuition 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.
5. Serve as a technical resource to students, faculty, staff, and the public regarding Veteran-related educational functions; responds to inquiries and provides detailed and technical information concerning related standards, requirements, practices, policies, and procedures.
6. Assists in training and providing work direction to staff involved with intake and processing Veterans' documents; coordinates office activities to assure timely and efficient office operations; schedules work hours and completing time sheets for staff. Processes changes in enrollment status for adds, drops, and schedule changes; submits related reports to VA; coordinates concurrent enrollment with other colleges; prepares documentation for "early- outs" through the VA office.
7. Verifies educational plans to assure receipt of benefits for applicable course work.
8. Advises students regarding eligibility of individual educational plans as they relate to Title 38.
9. Prepares for and assist with VA audits as directed; reviews 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.
10. Notifies students of VA changes as needed; implements and reports changes in student status and VA services; assists in researching and monitoring proposals affecting funding opportunities.
11. Attends various Veterans meetings on and off campus; participates in local and federal workshops and committees as assigned.
12. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
13. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
15. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
16. Prepares and delivers oral presentations related to assigned areas as required.
17. Performs other related or lower classification duties as assigned.

QUALIFICATIONS:

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Veteran education-related regulations and policies related to educational, work study, tutorial benefits, and other military assistance programs established by Title 38.
3. Applicable sections of State Education Code and other applicable laws.
4. College catalog, schedule timelines, policies and objectives.

5. Organizational operations, policies and objectives.
6. Interviewing and advisement techniques.
7. Basic principles and practices of Record-keeping and report preparation techniques; alphabetical and numerical filing methods.
8. Compiling information and preparing and maintaining various records and reports related to students, veterans, dependents, degrees, certificates, benefits, VA, and assigned activities; prepare and distribute a variety of correspondence.
9. Oral and written communications skills.
10. Technical aspects of field of specialty.
11. Modern office practices, methods, and computer equipment and applications related to the work.
12. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform a variety of duties related to the certification and processing of student applications for Veteran educational benefits, tutorial assistance, and work study benefits in accordance with legal guidelines.
5. Select, develop, and present Veterans benefit information to students, staff, and the public.
6. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
7. Advise, counsel, and interview students from diverse ethnic and socio-economic backgrounds.
8. Serve as a technical resource regarding Veteran-related educational functions.
9. Communicate effectively both orally and in writing; understand and follow oral and written instructions.
10. 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 VA.
11. Compile data, maintain records, and prepare reports.
12. Use English effectively to communicate in person, over the telephone, and in writing.
13. Understand scope of authority in making independent decisions.
14. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.

16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to an Associate's degree from a regionally accredited college; and
2. Two (2) years of providing increasingly responsible experience with public contact.

Desirable Qualifications:

1. Experience directly related to Veterans programs.
2. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
3. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certification:

The incumbent may periodically be required to get to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

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 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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

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