

Position: Veterans Program Coordinator	Position Number:
Department: Enrollment Services	FLSA: Non-exempt
Reports to: Director of Enrollment & Financial Aid Services	Salary Grade: 119

Summary

Under the general direction of the Director of Enrollment & Financial Aid Services, the Veterans Program Coordinator organizes, coordinates and performs professional level work in the administration of the veteran programs; serves as an advocate to student veterans and coordinates student support services for all student veterans and performs related duties as required or assigned.

Essential Duties and Responsibilities

- Coordinates and performs required support for all functions of the veterans Program, including overseeing the daily operations of the Veteran Resource Center;
- Plans and develops marketing, promotion and recruitment strategies for the program;
- Provides information to students and others regarding the program;
- Assist student veterans in accessing internal and external resources to address their academic needs;
- Serves as a student Veteran advocate;
- Develops and delivers workshops to promote community awareness of and student access for veteran's services;
- Participates in activities aimed at improving the campus climate for student veterans;
- Maintains knowledge of federal and state legislation, rules, policies and procedures pertaining to veteran benefits to ensure compliance with all federal and state rules and regulations;
- Maintains data and prepare reports;
- Helps student veterans transition into the higher education environment;
- Provide case management and academic advising for student-veterans and eligible dependents;
- May participate in problem solving issues between students and instructors;
- Serves as liaison to Veterans Administration; Monitors ongoing status of veteran benefit recipients and ensures enrollment requirements are maintained;
- Serves as Certifying Official;
- Verifies eligibility and posts VA awards;
- Works with faculty, administration, staff, students, community organizations and government agencies concerning the program;
- Assists students in completing forms and obtaining required documentation for benefits;
- Monitors ongoing status of students to ensure compliance with veterans regulations;
- Maintains accurate records, files and databases;
- Mentor student-veterans;

- Perform other duties as assigned to support the overall objective of the position.

Qualifications

Knowledge and Skills

Knowledge of:

- Basic principles veteran program administration
- Techniques for dealing with individuals from diverse academic, ethnic, socioeconomic and cultural backgrounds
- Different learning styles and the implications of these styles when attempting to convey counseling and advising information to students.
- Basic goals and functions of an educational institution
- Program coordination principles and practices, including program planning, development, implementation and evaluation
- Basic budgetary principles and practices
- Computer applications related to the work
- Standard office practices and procedures, including recordkeeping, filing and the operation of standard office equipment
- Correct English usage, including spelling, grammar and punctuation

Abilities

Skill in and Ability to:

- Interpret, apply and explain complex laws, rules and regulations
- Plan, organize and provide programmatic support in the assigned areas
- Represent the College with community groups, organizations and government agencies providing services to international students and scholarship recipients
- Prepare reports, correspondence and other written materials
- Organize work, setting priorities and meeting critical deadlines
- Exercise sound judgment within policy and procedural guidelines
- Maintain accurate records and files
- Establish and maintain effective working relationships with those contacted in the course of the work
- Communicate effectively both orally and in writing.
- Lead discussions and make presentations to large and small groups.
- Demonstrate initiative, creativity, team work, conflict resolution/decision making skills
- Organize, retrieve, manage and present large amounts of informational details about college programs and course work.

- Demonstrate sensitivity to the needs and concerns of a diverse college population.
- Work well under pressure; learn quickly
- Work ethically with confidential information.
- Lead discussions and make presentations to large and small groups.
- Communicate effectively orally and in writing
- Utilize a variety of computer software, including college data systems and internet.

Physical Abilities

Requires sufficient ambulatory ability to get to off-campus locations. Requires hand-arm-eye coordination to operate a personal computer keyboard. Requires visual acuity to recognize words and numbers. Requires auditory ability to carry on conversations and to project voice to small groups.

Education and Experience

Bachelor's degree required plus 2 years work experience in a student support environment; additional relevant work experience may substitute for education. Experience working with veteran student populations and understanding of military resources available to Veterans.
Military service preferred

Licenses and Certificates

Requires a valid driver's license.