

College of the Redwoods

Position Description

Position: Veterans Affairs Specialist	Position Number:
Department: Financial Aid	FLSA:
Reports to: Director, Financial Aid	Salary Grade: 115

Summary

Under the direction of the Director, Financial Aid, provide information and guidance regarding veteran educational benefit programs. Coordinate the activities in the Veterans Affairs Office in accordance with established college guidelines and in compliance with federal and state regulations. Continuation of this position is contingent upon continued grant funding.

Essential Duties and Responsibilities

- Provide information and assistance to students, faculty, staff and the public regarding functions, rules and regulations pertaining to the administration of veteran's educational benefits and AmeriCorps awards
- Maintain accurate student records; monitor course enrollment and unit load changes; report enrollment and enrollment changes to VA to ensure accurate payment of benefits.
- Maintain current knowledge of complex rules, regulations and procedures related to VA benefits
- serve as liaison between students, the College and the Veterans Administration; and local veteran agencies to coordinate, obtain and verify information
- Refer students to appropriate resources, both on-campus and in the community
- Prepare, maintain and verify a variety of files and records related to veterans educational benefits
- Coordinate the scheduling of activities for the Department of Veterans' Affairs representatives
- Organize and coordinate on-campus veteran's workshops
- Plan and implement outreach to promote college enrollment of veterans
- Answer telephones and provide information and assistance as required
- Assist with financial aid duties as assigned
- Perform other duties as assigned that support the overall objective of the position
- Serves as point of contact with students and prospective students for Veterans and other services provided by the department. Participates in representing the District at activities where potential Veteran-Students may attend, often in partnership with other external agencies/organizations

Qualifications

Knowledge and Skills

Requires a basic knowledge of regulations, policies, education codes, and guidelines regarding community college admissions and student record keeping. Knowledge of federal and state veteran's affairs and other applicable regulations. Requires a working knowledge of microcomputer operation, including general and specialized software and applications for word processing, spreadsheets, data entry on to relational databases, internet navigation, and student admissions/records tracking. Requires knowledge of and skills in office methods and procedures, proper English language usage, grammar, syntax, composition, vocabulary, spelling and punctuation. Requires knowledge of basic record keeping practices and

procedures, including cashiering. Requires sufficient math skill to perform business math computations. Requires sufficient human relation skills to use proper telephone etiquette, explain procedures to others, and portray a positive image of the College.

Abilities

Requires the ability to learn and apply regulations, policies, procedures, and guidelines to admissions, registration, and student records. Requires the ability to learn basic knowledge of majors, degrees, certificates, and courses. Requires the ability to type/keyboard and use a pointing device to operate a microcomputer and peripheral equipment. Requires the ability to operate general office equipment and specialized equipment such as imaging equipment and electronic cash registers. Requires the ability to work under pressure, remain calm in stressful situations, meet deadlines and timetables, maintain attention to detail, and combine multiple tasks simultaneously. Requires the ability to compose routine office correspondence. Requires the ability maintain accurate records, file and maintain filing systems, maintain confidentiality of private and/or sensitive information. Requires the ability to work cooperatively and productively with others and to demonstrate a sensitivity and passion for working with Veterans.

Physical Abilities

Incumbent must be able to function effectively indoors in an office environment engaged in work of primarily a sedentary nature. Requires the ability to sit at a work station for extended periods of time and to stand upright and forward flexing, for intermittent periods of time. Requires the ability to interact with students at departmental service windows. Requires near visual acuity to write, read written materials and computer screens, and observe students at service windows in need of assistance. Requires sufficient hearing and speech ability for ordinary and telephonic conversations and to hear sound prompts from equipment. Requires sufficient hand-eye and finger dexterity to write, use a keyboard to type and perform data entry at an acceptable rate, and mouse or other pointing device. Requires the ability to reach (from low, level, and overhead) to file, access files, and move supplies and equipment in and out of storage areas.

Education and Experience

- The position typically requires an Associate's degree and 2 years of experience working in an office environment where there are confidentiality requirements and public contact.
- Additional experience working with veterans affairs may substitute for some higher education.

Licenses and Certificates

Valid driver's license.

Working Conditions

Work is performed indoors where minimal safety considerations exist.