

Job Description

JOB TITLE: Veterans Services Specialist

PAY GRADE: CL 19

LAST REVISED: July 2023

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, performs program, technical, and administrative duties in support of the veterans services program; serves as an advisor for and assists active military, veteran, and eligible dependent students with obtaining resources and services; assists with the coordination and oversight of the activities and daily operation of the Veterans' Success Center; and serves as the School Certifying Official (SCO) and liaison between the U.S. Department of Veteran Affairs (VA) and the District.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Serves as the School Certifying Official (SCO) and liaison between the U.S. Department of Veteran Affairs (VA) and the District to ensure compliance with VA educational regulations; supports the program during VA and Department of Defense (DOD) audits; maintains, verifies, and updates documentation and student enrollment records; ensures certification of veteran student eligibility and enrollment; advocates for distribution of eligible benefits and receipt of services and resources; consults with students regarding academic concerns and monitors academic progress; assists students with scheduling courses, determining an appropriate class schedule, and registering for classes.
2. Advises and assists active military, veteran, and eligible dependent students with obtaining resources to maximize their VA and DOD educational benefits; assists students with completing applications for services and other required documents.
3. Conducts and participates in outreach events for recruitment and veteran benefits awareness; plans, coordinates, organizes, schedules, and conducts orientations, workshops, seminars, presentations, tours, meetings, and other activities related to the veterans' program; arranges and confirms speakers; reserves facilities and makes other necessary arrangements.
4. Partners with marketing to develop promotional and informational collateral for outreach events to raise awareness and promote available programs, services, and educational resources to military and community organizations offered to aid the applicable student population.

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5. Partners with appropriate District offices for the billing, receipt, and accounting of funds as defined by the VA.
6. Coordinates with Admissions and Records staff to verify periodic activity reports and comply with federal reporting requirements for the Post 9/11 GI Bill.
7. Serves as the point of contact for students, District staff, and the public regarding department and program services; provides technical and specialized program information and assistance; explains program applications, policies, procedures, requirements, and restrictions; assesses students' current knowledge, understanding, and experience to determine next steps and recommend applicable resources; assists students and provides technical assistance in the use of programs and resources; refers students to counselors, other student services, and resources, as needed; answers phones and refers callers to appropriate office or District staff, as needed.
8. Establishes and maintains records, files, and record keeping systems, including confidential and sensitive information; collects, compiles, records, and verifies narrative, statistical, and financial data, and other information; researches and verifies information, as requested.
9. Coordinates communications and activities with other District departments and personnel, educational institutions, government, private agencies, and the public.
10. Performs clerical and administrative duties in support of department and program operations; composes and prepares correspondence, materials, reports, forms, brochures, presentations, handbooks, manuals, and information; develops promotional and informational materials for distribution; assists with planning, developing, documenting, and implementing department or program operations and procedures; recommends changes regarding policies and procedures; collects, compiles, verifies, and records information in preparation of reports; researches and resolves problems; maintains and generates reports from a database or network system; maintains assigned calendars, schedules, and appointments; maintains inventory of office and department supplies, resources, and collateral; arranges for equipment repair or service, as needed.
11. Serves as a technology resource for students and District staff for information and assistance.
12. Determines program eligibility and prepares needs analysis, as needed; reviews, processes, and assists students with program and college applications; registers students for programs; uses case management strategies to monitor, track progress, and provide support to students ensuring they maintain program eligibility and reach educational goals.
13. Compiles and tabulates statistical data; compiles information from various sources and prepares appropriate forms, schedules, and summarizes data related to standard reports; lists, abstracts, or summarizes data; inputs and reviews data and prepares special and periodic reports related to an assigned project or program area, including federal and state mandated reporting; verifies accuracy, completeness, and compliance with rules, procedures, regulations, policies, and other mandates.
14. Participates in evaluating current processes and procedures that impact effectiveness and the ability to fully leverage technology to serve students; makes recommendations to increase efficiencies.
15. Pulls research and data reports to identify students who may be eligible for additional support programs.
16. Reviews updated or new technical instructions or references; assists in providing training and direction to others regarding changes and new regulations, including creating and disseminating new instructions.
17. Assists students in the preparation and completion of forms, petitions, and certifications, including, but not limited to, program and college applications, graduation petitions, and other documents;

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- clears prerequisites and registration holds; verifies completeness and processes forms and petitions; enters data and maintains records of student activity.
18. Monitors accuracy of college catalog and changes in academic programs that impact student's eligibility.
 19. Assists manager with hiring process for the VA Work-Study program as the Work-Site Supervisor.
 20. Develops and establishes relationships with the service area communities to promote the college, including educational programs and resources, campus events, career workshops, and scholarships.
 21. Develops and implements a peer-to-peer veteran's mentorship program.
 22. Collaborates with the Sierra College Foundation to fund programs to improve the educational experience and outcomes of applicable students.
 23. Attends VA trainings and conferences, as needed, to ensure compliance with VA rules and regulations for certified program funding.
 24. May perform general clerical accounting duties related to various financial processes.
 25. Provides assistance to and backs up co-workers and other staff within the assigned area, as needed.
 26. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
 27. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of the veteran's services program, including objectives, policies, and procedures.
- U.S. Department of Veterans Affairs School Certifying Official Handbook.
- Veterans Affairs education benefits and military tuition assistance programs.
- College course prerequisites and matriculation policies.
- Federal, state, and local laws, codes, and regulations regarding support of active military, veteran, and eligible dependent students, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA), the Americans with Disabilities Act (ADA), and educational benefits and military tuition assistance programs.
- Principles, practices, and techniques of marketing, public speaking, and outreach.
- Principles, practices, and procedures of fiscal, statistical, and administrative record keeping.
- Basic research methods and data analysis techniques.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Provide assistance, training, and information to students, District staff, and the public concerning veteran services and programs.
- Serve as the School Certifying Official and ensure the college abides by U.S. Department of Veterans Affairs (VA) policies and regulations.

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- Coordinate and conduct workshops, seminars, special events, presentations, orientations, and tours.
- Research, compile, analyze, and interpret data.
- Prepare administrative and financial records.
- Screen, interview, and assess needs of students and clients.
- Make presentations to groups.
- Properly handle difficult, sensitive, and confidential situations and materials.
- Plan and organize work to meet changing priorities and deadlines with frequent interruptions and a high degree of public contact.
- Maintain current, accurate, and confidential records and files.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including the District's Banner Enterprise Resource Planning (ERP) system.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary workers.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with and show sensitivity to a diverse student population from a wide range of ethnic, socio-economic, gender, sexuality, and accessibility backgrounds.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that would likely provide the required qualifications for the position. A typical way to obtain the knowledge and abilities would be:

Education/Training

- Equivalent to completion of the twelfth grade or General Educational Development (GED) supplemented by college level course work.

Experience

- Three years of experience with Veteran Services or increasingly responsible clerical and program support experience involving frequent customer contact.

License/Certificate - Possession of, or ability to obtain within a reasonable timeframe, each of the following:

- Valid California Driver's License with acceptable driving record.
- School Certifying Officer (SCO) Certification.

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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. Position may be required to work evenings, nights, and weekends. Position may require occasional travel to other locations.

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 walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; 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.