



VETERANS RESOURCE SPECIALIST

SALARY GRADE: [C1-46](#)

DEFINITION:

Under the direction of an assigned supervisor, provide overall direction, guidance, problem solving and decision making to the day-to-day operations of the Veterans Resource Center (VRC); provide veterans with a variety of services to include certifying veterans educational benefits under state and federal regulations and interpreting and implementing policies and procedures in support of federal and state statutes and guidelines; participate in the various functions of the Office of Veterans Affairs (VA); assist in assuring compliance with statutes/guidelines established by the US Department of Veterans Affairs. Oversee the work of student employees.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Provide overall direction and guidance for the day-to-day operations of the Veterans Resource Center (VRC); including problem solving and decision-making regarding student accounts; implement program and policy changes according to the VA federal and state requirements; interpret and implement policies and procedures in support of federal and state statutes and guidelines.
2. Provide information to veterans on their eligibility under various VA chapters and forms required to qualify for those benefits; process VA applications and review documentation; provide information on applicable registration and course fees.
3. Perform certification of veterans' educational benefits, authorizing payment of benefits in accordance with the Department of Veterans Affairs' regulations and procedures.
4. Conduct veteran student orientations to advise students of federal, state and institutional compliance requirements, documents and policies; guide and assist student veterans with choice of academic major consistent with Veterans Affairs regulations and policies.
5. Collect file data and prepare student certifications authorizing state and federal payments; conduct audit of student schedule and transcripts against degree requirements of declared major; monitor student's progress.
6. Create, maintain and audit student files for state/federal accountability purposes.
7. Collect student data for regular reports on a weekly and monthly basis and input into database.
8. Monitor, evaluate and verify satisfactory academic progress of students receiving veterans' entitlements; notify the Veterans Affairs and students of insufficient grades and unsatisfactory academic progress standing at the end of each term.
9. Serve as a liaison between college staff and veterans; provide guidance to students and parents regarding information on application procedures, financial aid programs, and other applicable student services.
10. Facilitate outreach workshops/events in the community for veteran students; establish community awareness of the services available for VA population; and obtain recognition and support with community organizations.
11. Develop, promote, and coordinate workshops for faculty, staff, and students regarding returning veterans with disabilities, and physical /non-physical disorders such as Post Traumatic Stress Disorder (PTSD); provide workshops for varied learning styles.

12. Coordinate the emergency book loan program and authorize release of books and supplies.
13. Provide informational workshops to students on software programs and equipment available in the VRC for student use; develop workshop material, promotional materials and other program documentation for events and workshops.
14. Assist with data and information for state compliance surveys.
15. Participate in annual veterans program training (i.e. returning veterans, veteran students with disabilities, brain injuries, and PTSD); review changes to program policies and procedures as well as new laws governing the administration of veterans education programs; maintain active participation in professional organizations and continuing education.
16. Provide direction and guidance for student assistants; hire student assistants and train them to assist VA students with filling out applications, making folders, checking for drop and adds; monitor work assignments and process student time cards.
17. Remain current on federal and state programs, and policy changes in accordance with the Veterans Administration/ District policies.
18. Operate computers and other office equipment.
19. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. College and District policies and procedures.
2. State and federal laws, regulations, and educational codes.
3. VA regulations and policies related to educational benefits i.e. the Montgomery G.I. Bill (Chapter 30), Select Reserves (Chapter 1606), Select Reserves called to active duty (Chapter 1607), Vocational Rehab (Chapter 31), Dependents (Chapter 35), and Post 9/11 (Chapter 33); all chapters, sub-chapters and interactions among chapters affecting benefits for veterans and their dependents.
4. Overall operation and coordination of the day-to-day activities for assigned programs including: record keeping, office management, and computer setup.
5. Marking software programs available and explaining use of office equipment.
6. Techniques and specific knowledge for developing and presenting events and workshops.
7. Software designed to aid students with learning and/or other disabilities.
8. Oral and written communication skills.
9. Interpersonal skills using tact, patience and courtesy.
10. Operation of a computer and assigned software.
11. Modern office practices, procedures and equipment.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Provide overall direction and guidance of the day-to-day operations, problem solving, and decision-making in an assigned area.
3. Interpret, explain and apply rules, regulations and policies related to assigned area.
4. Provide accountability for program reporting to Veterans certifications.
5. Prepare program reports for VA Federal and State compliance audits.
6. Provide work direction and guidance to others.
7. Establish and maintain cooperative and effective working relationships with others.
8. Meet schedules and timelines.
9. Plan and organize work.

10. Maintain records and prepare reports.
11. Maintain current knowledge of rules and regulations related to assigned activities.
12. Communicate effectively both orally and in writing.
13. Work confidentially with discretion.
14. Work independently with little direction.

Education and Experience

Any combination equivalent to:

1. Associate's degree in a related field.
2. Three (3) years of providing technical assistance and guidance to others, working with complex procedures and regulations, analyzing and interpreting data, and performing records management.

Preferred qualifications:

1. Experience working in or familiarity with a Veterans Affairs Program.
2. Working in a community college setting.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and/or on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Sight to view computer monitor and read various materials.
4. Regularly stand, walk, and sit for extended periods of time.
5. Lift moderate to heavy objects up to 30 lbs.

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