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## **VETERANS RESOURCE SPECIALIST**

### **DEFINITION**

Under general supervision, provides a variety of specialized services for veterans, including certification of veterans' educational benefits; interprets and implements state and federal regulations; ensures adherence to statutes established by the US Department of Veterans Affairs (VA); provides information and assistance to veterans regarding program eligibility, applications, registration, student records, and admissions; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from an assigned supervisor or manager. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is a journey-level classification responsible for performing specialized program implementation in support of the Veterans Resource Center, exercising independent judgment and initiative. Positions 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. Successful performance of the work requires thorough knowledge of the policies, procedures, eligibility requirements, and application processes of the assigned program.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Implements up-to-date program policies and procedures according to the VA federal and state requirements and guidelines; provides guidance for the department's daily operations; makes decisions and resolves issues as necessary.
- Certifies veterans' education benefits; approves and processes payment in accordance to the Department of Veterans Affairs rules and regulations.
- Answers questions from and provides support services to veterans and their families regarding benefit eligibility, requirements, registration, and other applicable student services; conducts orientation and workshops.
- Verifies and reviews forms and reports for completeness and conformance with established policies and procedures.
- Creates and maintains student files and records for compliance audit and progress tracking purposes.
- Inputs into, maintains, and downloads data from a computer database; gathers, compiles, tracks, and analyzes pertinent data and statistics; prepares and maintains a variety of narrative and statistical records and reports.
- Monitors academic progress of veterans receiving benefits; notifies the Veterans Affairs office and students of unsatisfactory academic performance.
- Acts as liaison between veterans and District staff.
- Provides outreach activities on campus and in the community to raise awareness of the available services to veterans and to establish support from community organizations.

- Coordinates and promotes workshops for faculty, staff, and students regarding returning veterans with disabilities, and physical/nonphysical disorders such as Post Traumatic Stress Disorder (PTSD), and varied learning styles.
- Participates in annual veterans program training to keep abreast with changes and new laws governing the administration of veterans education.
- Monitors and administers program budgets; maintains accurate financial records to track program expenditure; prepares financial reports.
- Administers student service programs such as emergency book voucher program.
- Provides work direction and trains student employees.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Presentation techniques.
- Basic budgeting, accounting, and financial record keeping principles and practices related to Veterans and related programs and services.
- Interview techniques.
- Record keeping principles and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- VA regulations and policies related to educational benefits
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

### **Ability to:**

- 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.
- Interpret, apply, explain, and ensure compliance with applicable VA, federal, state, local and District policies, procedures, and regulations.
- Assist in the development of community outreach efforts.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Prepare reports, correspondence, and other written materials.
- Make accurate mathematical and basic statistical computations.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Organize work, set priorities, meet critical time deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to an Associate's degree from an accredited college in a related field, and three (3) years of increasingly responsible experience related to student services in a community college.

**Licenses and Certifications:**

None.

**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. Standing in and walking between work areas is frequently 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Occasionally, employees may work outdoors for assigned events and be exposed to loud noise levels, cold and/or hot temperatures, and dust, fumes, and allergens.

**Salary Grade:** C1-48

**FLSA:** Non-Exempt

**EEO Code:** H-50

**Board Approved:** April 2021