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| **VETERANS SPECIALIST** |
| **Reports to:**  | Program Supervisor, Veterans Services |  |  |
| **Dept:** | Veterans Services | **Range:** | 24 |
| **FLSA:** | Nonexempt | **EEO:** | Secretarial/Clerical |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under general supervision, process and certify student applications for Veterans Administration educa­tional benefits in accordance with legal guidelines; monitor student progress and process appropriate documents for the payment of veterans benefits; provide technical assistance and information to students, staff and the public; and perform related duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

A Veterans Specialist is distinguished from a Veterans Assistant in that an incumbent in the former class acts as a School Certifying Official (SCO) in accordance with the U.S. Department of Veterans Affairs guidance and procedures.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Select, train, and provide day-to-day lead work direction to student staff; assign and monitor work for completeness, accuracy, and conformance with federal, state, district, department and technical/legal/regulatory requirements; provide input to supervisor on employee work performance and behaviors.
2. Review applications and other information required to certify student enrollment status for VA benefits; determine appropriate VA educational program and eligibility and provide necessary forms; design and develop procedures, forms, applica­tions and other informative materials.
3. Monitor student course work to ensure compliance with the educational plan developed by the student and counselor to avoid under/over payment and institutional liability; process student enrollment certifications, unit changes and enrollment verifications; process VA documents/forms related to educational benefits.
4. Provide technical assistance and information to students and staff regarding veterans regu­lations, college admissions, registration records, testing requirements, matriculation, enroll­ment and fees; refer students to other areas of Student Services as appropriate.
5. Instruct students in correct procedures for completion of forms, applications and processes; explain requirements and restrictions; review completed forms for accuracy and complete­ness; notify students of need for additional information/documentation
6. Act as School Certifying Official (SCO) in accordance with the U.S. Department of Veterans Affairs *School Certifying Official Handbook*; consult with VA officials, the State Approving Agency, and other certifying officials for assistance with regulations and procedures for resolution of complex problems.
7. Research and review records for changes in status; notify students of problems or required changes.
8. Process periodic reports of student enrollment changes and final grades; contact students or instructors for further information, process certi­fication adjustments and terminations.
9. Prepare and transmit correspondence for students regarding VA eligibility, student status and other information; respond to requests from other educational institutions/agencies for the verification of student status and records; ensure proper releases are on file to safe­guard student privacy; initiate and compose correspondence as appropriate.
10. Maintain student VA records in accordance with VA regulations and audit records to ensure accuracy; research data; prepare files for auditors; generate reports for district, state and federal agencies.
11. Initiate student vouchers to waive material fees for vocational rehabilitation students; maintain a log of bookstore vouchers issued and monitor these students' bookstore expenses.
12. Plan and organize VA Work Study student activities; approve, monitor and sign timesheets for VA Work Study students and resolve payment discrepancies.

**OTHER DUTIES:**

1. Assign and train student workers to assist veteran students as required.
2. Develop procedures, forms, applications and other documents; produce a variety of computer-generated reports and statistical data.
3. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Expert knowledge of U.S. Department of Veterans Affairs *School Certifying Official Hand­book* and federal and state regulations applicable to education benefits for eligible veterans.
2. Applicable sections of the state education code relevant to assigned responsibilities.
3. The Family Educational Rights and Privacy Act and other college, state and federal laws, rules, regulations and policies governing educational benefits.
4. Computer operations and uses of standard business applications including word proces­sing, spreadsheet and database software and other specialized college software applications such as PeopleSoft.
5. Office administration practices and procedures, including filing and recordkeeping systems.
6. Basic research methods and procedures.
7. Business math.
8. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.

### Concepts, practices and techniques of customer service.

### District organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.

### ABILITY TO:

1. Apply and explain laws, rules, regulations, policies and procedures regarding student VA benefits.
2. Demonstrate effective interpersonal skills using tact, patience and courtesy.
3. Learn, interpret, apply and explain laws, rules, regulations, policies and procedures relating to admissions and records.
4. Establish priorities and work effectively with many demands on time.
5. Type at 50 words net per minute from clear copy.
6. Make arithmetic calculations quickly and accurately.
7. Communicate effectively both orally and in writing.
8. Work independently with little direction.
9. Understand and follow oral and written directions.
10. Meet schedules and timelines.
11. Train and provide work direction to student workers.
12. Maintain records and prepare reports.
13. Operate a computer and standard business software.
14. Work confidentially with discretion.
15. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
16. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent, supplemented by business-related courses and at least two years of work experience with Veterans Administration benefits in a community college or university; or an equivalent combination of training and experience.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

Must either be a U.S. Citizen or a U.S. Lawful Permanent Resident as required for Designated School Officials per 8 C.F.R. §214.3(l)(1)(i).

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Student employees and hourly employees as directed.

**CONTACTS:**

District administrators, faculty, staff, students, other college and community organizations, local, state and federal veteran departments, other veterans service organizations, vendors, contrac­tors and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and interruption; inter­mittent exposure to individuals acting in a disagreeable fashion; occasional evening, weekend and/or holiday hours required on an as-needed basis.