

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

VETERANS SPECIALIST

*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 within the job.*

SUMMARY DESCRIPTION

Under general supervision, perform a variety of technical and paraprofessional work in support of the daily operations of the Veterans Program and the Veterans Resource Center; perform a variety of duties related to the certification of Veterans Administration (VA) benefits and enrollment of veterans and their qualifying dependents; ensure Veteran Program processes are in compliance with state and federal VA educational guidelines; monitor student academic progress; exercise professional judgment to determine whether account adjustments should be made regarding veteran benefits eligibility; resolve discrepancies in payments to ensure timely and accurate disbursement of benefits to students; participate in program outreach efforts; and recommend improvements in the delivery of services.

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. Oversee and support the daily operations of the Veterans Program and Veterans Resource Center; serve as the primary resource in providing assistance and support to student Veterans; ensure program compliance with federal, state, and College regulations related to veterans programs and support services.
2. Work in collaboration with the Veterans Program Coordinator and/or Administrator to ensure internal processes respond timely and appropriately to meet student needs and compliance requirements.
3. Assist students with VA benefits and eligibility requirements as well as available resources including financial aid, scholarships, veteran community organizations, and other related support services to ensure the student veteran is maximizing educational benefits and to enhance awareness of available resources to support their academic success and transition.
4. Inform students on Veterans services and application procedures to receive VA educational benefits; disseminate appropriate federal forms; instruct students on correct procedures to complete necessary forms; inform students of supporting documentation needed to complete the application process; explain responsibilities to students regarding transcripts, course registration, and assessment testing.
5. Certify veterans and veterans' dependents for educational benefits; evaluate, verify, and monitor student eligibility in accordance with VA regulations; serve as technical resource to students and staff; interpret and explain federal and state regulations and legislation related to veterans' program and services.
6. Review student Veteran enrollment reports to evaluate courses for VA benefits eligibility as well as student education plan and program study requirements; resolve discrepancies and adjust unit load and/or tuition/fees changes; notify students of courses not eligible for VA educational benefits; generate transcripts for students requesting benefits for the upcoming semester and evaluate grades; inform veterans' Counselor and Veterans Program Coordinator of adjustments needed to update the student educational plan.
7. Report course enrollment adjustment to VA on a weekly basis to ensure accurate payments of VA benefits and prevent overpayment/underpayments to students, College, and/or Veterans Affairs; collaborate and coordinate with District office and Admissions and Records office to reconcile VA payments to the student and College.

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8. Monitor student's academic progress to evaluate VA benefits and eligibility for other financial resources; identify students who do not meet the minimum academic and progress standards; assist and advise in the review and approval or denial of special conditions in collaboration with the Veterans Program Coordinator and veterans' Counselor.
9. Assist the Veterans Program Coordinator and/or Administrator with the preparation of reports related to Veterans' programs and services including applications for federal and state funding; participate in internal, federal, and state audits; respond to findings and initiate action as required.
10. Maintain current knowledge of complex rules, regulations, and procedures related to both state and federal VA benefits; serve as a campus resource on changes and new developments related to veterans programs and services.
11. Represent the District at regional and state-wide conferences and workshops sponsored by the Veterans Administration.
12. Assist the Veterans Program Coordinator and/or Administrator with activities, events, and providing support services in collaboration with other College departments and staff including the Business Office, Admissions & Records, Counseling Office, Bookstore, and Financial Aid as well as other educational institutions and outside organizations, the community, and state and federal governing agencies.
13. Provide and record referrals including those to the Regional Office, Vocational Rehabilitation Department, County Veterans Service Office, and Veterans Affairs Regional Office.
14. Develop office forms, information, literature, and brochures for the veterans program as necessary.
15. Participate in the development and implementation of outreach plans to promote the Veterans Program and Veterans Resource Center.
16. Perform related duties as required.

MINIMUM 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:

1. Available veterans' benefits, services, and supportive funding from public and private agencies.
2. Pertinent federal, state, and local codes, laws, and regulations including applicable sections of State Education Code and other applicable laws.
3. College catalog, schedule timelines, policies, and objectives.
4. District organization, operations, policies, and objectives.
5. Program reporting requirements.
6. Methods used in evaluating student eligibility for VA benefits.
7. Interviewing and advising principles and techniques.
8. Interpersonal skills using tact, patience, and courtesy.
9. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
10. Principles and practices of record keeping.
11. Principles of business letter writing and basic report preparation.
12. English usage, spelling, grammar and punctuation.

Ability to:

1. Understand, interpret, and apply applicable District, state, and federal laws, codes, and regulations.
2. Learn, understand, interpret, and apply legislation pertaining to VA programs.

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3. Exercise sound, consistent, and professional judgment in reviewing and screening veterans and/or veterans' dependents.
4. Determine program eligibility based on application and supporting documentation.
5. Maintain confidentiality of work performed.
6. Respond to requests and inquiries from students, staff, or the public; effectively present technical information in person or on the telephone to students, staff, or the public.
7. Present VA benefit information to students, staff, and the public.
8. Provide alternative suggestions and/or referrals for resolution of individual programs for veterans and/or veterans' dependents.
9. Compile and maintain complete and accurate records and reports.
10. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
11. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
12. Communicate clearly and concisely, both orally and in writing.
13. Establish and maintain effective working relationships with those contacted in the course of work.
14. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by two years of college level course work in liberal arts, sociology, education, human services or equivalent.

Experience:

Two years of increasingly responsible experience that demonstrates working knowledge of Veterans Administration benefits and the unique requirements of a veterans' population. , Experience in a college admissions and records, or financial aid office is highly desirable.

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.

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 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.

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Revised by Board of Trustees on May 16, 2017

Effective: May 17, 2017

Job Family: Technical - Paraprofessional