

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

VETERANS PROGRAM COORDINATOR

*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 direction, oversee and coordinate the services and activities of the College's Veterans Program and the Veterans Resource Center; develop and participate in marketing and outreach activities to promote and further enhance the program; provide expertise and serve as a resource to veterans and faculty; coordinate with external agencies and represent the College at outside meetings and activities; research and pursue outside funding opportunities; coordinate all aspects of the veterans benefit program, provide non-instructional services to eligible veterans, reservists and dependents/spouses, serve as liaison between students, the College, and the Veterans Administration; and serve as the Certifying Official..

DISTINGUISHING CHARACTERISTICS

Positions in this classification work with a high degree of autonomy that requires extensive knowledge of the Veterans Administration's regulations and outside resources available to veterans. The Veterans Program Coordinator is distinguished from the Veterans Benefits Specialist by its responsibility for all aspects of a Veterans Resource Center and for proactive involvement in community organizations and events that increase awareness of the College's program. Incumbents are expected to provide a high level of service to veterans while continually pursuing opportunities to develop and enhance the program.

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 coordinate the daily operations, services, and activities of the Veterans Program; assume responsibility for the provision of services and assistance to students related to the Veterans Program; exercise independent judgment to ensure compliance with state and federal regulations related to programs and services offered to veterans, active duty personnel, and veterans' dependents/spouses.
2. Assume responsibility for state and federal reporting related to Veterans Program services and activities including applications for federal and state funding and responding to internal, federal, and state audits; assume responsibility for completing the veteran student survey and reporting results.
3. Serve as the College's Certifying Official; process all applications for benefits; certify veterans, reservists, and veterans' dependents/spouses for educational benefits; certify attendance and appropriateness of courses enrolled in towards a degree or program; assist with assessing prior training and credit; evaluate, verify, and monitor student eligibility in accordance with Veterans Administration regulations.
4. Manage the California Veterans Fee Waiver program, manage the Veterans Administration (VA) work study program.
5. Serve as technical resource to students and staff; respond to inquires related to veterans affairs; provide information in an individual personalized or large group setting to assist students in planning and organizing their educational and career goals and objectives; interpret and explain federal and state regulations and legislation related to veterans' program and services.

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6. Develop informational brochures and presentations to be used for outreach activities that promote the College and the Veteran First program to the surrounding campus and larger communities; promote increased awareness of the Veterans Program and the services and activities it provides.
7. Provide workshops on various topics including GI Bill benefits, choosing majors, resume writing, job searching, networking, and other workshops requested by student veterans.
8. Develop and implement funding resources outside of Veterans Administration federal funds for veterans programs and services including grants, events, and donations.
9. Participate in local, state, and federal groups dealing with veterans issues; collaborate with various groups involved with veterans including the Chancellor's offices and the Troops to College initiative; serve as liaison to other community colleges with developing their veteran programs.
10. Maintain extensive knowledge of regulations and new developments related to programs and services for veterans; represent the District and the Las Positas College at regional and state-wide conference and workshops sponsored by the Veterans Administration, California Community College Troops to College Program, and other veteran related organizations.
11. Coordinate the services and activities of the Veterans Resource Center; promote the Veterans Resource Center through various outreach methods including workshops and outreach tables at various events; oversee and supervise staff at the Veterans Resource Center; monitor and enforce proper usage of Veterans Resource Center by student veterans.
12. Coordinate services and activities with other College departments and staff including the Business Office, Counseling Office, Bookstore, and Financial Aid Office as well as other educational institutions and outside organizations, the community, and state and federal governing agencies; provide information on types and how to apply for financial aid; assist student veterans with admissions, registration, and other related duties.
13. Oversee and provide ongoing evaluation of the veterans' work study student program at Las Positas College; recruit, interview, hire, and train student veterans' workers through the federally-funded Veterans Administration work study program; develop work assignments and schedules; provide work direction to students and establish work priorities.
14. Consult with the Academic Counseling Office to ensure academic program degrees and certificates meet state and federal criteria for veterans' benefits eligibility; provide updates and training for academic counseling staff on veteran programs, services, regulations, and issues; communicate with academic counseling staff in providing required VA educational course evaluations; coordinate counseling activities with academic counselors.
15. Monitor student veterans' academic progress; identify at-risk students; inform Dean of Enrollment Services of student veterans needing additional specialized services and support.
16. Coordinate with external agencies including vocational rehabilitation agencies, Employment Development Department, Bureau for Private Postsecondary and Vocational Education Department, Palo Alto VA Hospital System, Veteran Centers, and County and Regional Veterans Centers regarding programs and services for veterans and/or veterans' dependents; partner with external agencies to provide additional mental health resources on and off campus for Veterans.
17. Develop active collaborations and partnerships with veterans' organizations and community organizations to augment the services currently provided by the College in support of the veterans.
18. Develop and coordinate veteran activities and events including Operation Gateway, orientations for veterans, Student Veteran Organization events, community presentations, and related events on and off campus; develop and expand student veterans' activities to promote student veteran camaraderie.

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19. Develop and coordinate new programs that will assist student veterans in meeting financial needs including the Las Positas Veterans First Scholarship program, the Emergency Text Book Loan Program for Veterans, and the Text Book Borrowing Program for Veterans.
20. Coordinate with other schools' certifying officials and Veteran Coordinators to provide proper certification and reporting for students concurrently enrolled at more than one institution; process approvals for "Parent School Letters" allowing Las Positas students to take courses at other community colleges and universities ensuring eligibility and benefits payments.
21. Maintain office workflow and procedural documentation manuals; maintain security and confidentiality of student records and data; create and update databases and student information system; create, update, and/or revise forms and information materials.
22. Assume responsibility for developing and maintaining the Veterans Program web page; ensure all information is accurate and up to date.
23. Continually evaluate the services and activities of the Veterans Program for areas of improvement.
24. 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. Pertinent federal, state, and local codes, laws, and regulations including applicable sections of State Education Code and other applicable laws.
2. Veterans Administration's role, responsibilities, and regulations.
3. Available veterans' benefits, services, and supportive funding from public and private agencies.
4. Outside resources and supportive services available to veterans.
5. College services available to veterans.
6. Program reporting requirements.
7. Interviewing and advising principles and techniques.
8. Interpersonal skills using tact, patience, and courtesy.
9. Outreach, marketing, and fundraising principles and techniques.
10. Office procedures, methods and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
11. Basic mathematical principles.
12. Principles and practices of record keeping and reporting procedures.
13. Principles of business letter writing and basic report preparation.
14. English usage, spelling, grammar, and punctuation.

Ability to:

1. Coordinate and direct programs, activities, and operations of the Veterans Program including the Veterans Resource Center.
2. Recommend and implement goals and objectives for providing various programs and operations.
3. Understand, interpret, and apply applicable District, state, and federal laws, codes, and regulations governing assigned operations and programs and maintain current knowledge.
4. Understand, interpret, and apply legislation pertaining to VA programs.

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5. Independently develop and implement marketing and outreach programs and activities.
6. Create and make College and community presentations on both an individual and in group settings.
7. Exercise sound, consistent, and professional judgment in reviewing caseloads for veterans and/or veterans' dependents.
8. Maintain confidentiality of work performed.
9. Solve practical problems and deal with variables in situations where only limited standardization exists.
10. Compile and maintain complete and accurate records and reports.
11. Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
12. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
13. Communicate clearly and concisely, both orally and in writing.
14. Establish and maintain effective working relationships with those contacted in the course of work.
15. 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 business administration, education, human services, or equivalent. A Bachelors' degree is desired.

Experience:

Three years of increasingly responsible experience working with veterans and that demonstrates expert level knowledge of Veterans Administration benefits and resources available to veterans. Experience in a community college veterans' 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 with frequent student and public contact.

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.

5/15/01; 10/18/05;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Technical – Paraprofessional