

VETERANS RESOURCE SPECIALIST

BASIC FUNCTION

Under the direction of Dean, Counseling Services coordinate and perform specialized duties associated with the certification and processing of student applications for Veteran Administration (VA), including admissions, registration, evaluation, residency, special student applications and maintenance of student records requiring knowledge of state requirements affecting District funding and veterans educational benefits; assist and advise reservists, veterans and their dependents regarding benefits, special education programs, referral and counseling services; coordinate the daily activities of the Veterans Resource Center, perform complex technical work related to veterans programs and benefits; serve as the VA School Certifying Official.

REPRESENTATIVE DUTIES

1. Oversee and provide admission, registration and enrollment support for veterans; coordinate the processing and reviewing of admissions applications and other related documents; review for completeness, accuracy and compliance to State and federal standards; work confidentially with student records. **E**
2. Communicate in person or on the telephone with students, faculty, staff and the public to explain or assist with fees, student records, enrollment and registration procedures; and notify students of outstanding materials in accordance with District, state and federal rules, regulations, policies and procedures. **E**
3. Evaluate and determine residency requirements according to State and federal regulations; serve as primary resource person for faculty, staff, and students on issues of residency; interpret residency legislation to resolve complex visa and amnesty problems; approve or deny residency accordingly. **E**
4. Process, review and evaluate requests for registration, enrollment, adds, drops, grade changes, incompletes, repeat courses, and exceptions to assure completeness and compliance to College and State guidelines, policies, procedures, regulations, and laws; grant and document when appropriate; coordinate and disseminate. **E**
5. Provide specialized assistance to new and continuing veteran students; discuss educational and career objectives and provide related materials; assist in the development of education plans to ensure eligibility for benefits; refer students to counselors and advisors as appropriate. **E**
6. Evaluate incoming transcripts and records for admissions or transfer; determine course equivalencies; convert quarter to semester units; evaluate courses for inclusion on IGETC; update the database; use ASSIST for course evaluation; work with advisors to verify Associate degrees; check for complete courses and unit totals. Review and evaluate academic records and transcripts to determine eligibility for general education (GE) certification and certificate programs in compliance with policies and regulations; post GE certifications to student records; maintain and track records; assist with graduation exercises as required. **E**
7. Coordinate the daily activities for the Veteran's Resource Center; coordinate all planning and logistics for on and off-campus events pertaining to the Veterans

Resource Center; represent the District at a variety of local and regional military-affiliated and veteran meetings and events. Liaise with federal, state and community agencies including Veterans Affairs, Department of Education, EDD/Workforce Development, Riverside County Veteran Services, local Veteran Service organizations, and local Congressman's Office. Serve as the School Certifying Official. Provide assistance to the veteran's student organization. **E**

8. Process applications and other forms for benefits; review records for changes in status; request transcripts, records and other information needed to determine status of applications and forms; certify veterans and dependents for eligibility in compliance with Veterans Administration (VA) regulations and programs. Monitor District's compliance with VA rules and regulations. Enter and maintain student records and databases. **E**
9. Monitor veteran enrollment; provide accurate and prompt reporting to VA of adds/drops and other changes; verify enrollment data with VA certification information; report changes of status for veterans in a timely manner to preclude college liability to VA; maintain accurate records to show academic progress of each VA benefit recipient and ensure compliance with state and federal recordkeeping guidelines. **E**
10. Prepare and submit VA reports on college schedules and procedures; monitor compliance with applicable laws and regulations. Prepare for audits from the VA and CSAAVE (California State Approving Agency for Veterans Education); perform periodic audits of VA benefit records for purposes of quality assurance. **E**
11. Maintain currency regarding VA benefits and program requirements; research and interpret VA codes, regulations and related applications. **E**
12. Maintain a variety of statistical records and reports required by the VA and the District; compose and write letters, bulletins and reports. Update and maintain College of the Desert's Veterans website. **E**
13. Work with supervisor in development of manual and process documentation. **E**
14. Serve as a resource to the college community regarding military and veteran enrollment and benefits; prepare and conduct presentation and workshops as requested, including College of the Desert Foundation functions.
15. Coordinate and direct the work of assigned student workers and other veteran students.
16. Perform other duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Specialized functions, activities and operations of admissions, enrollment and registration; local, state and federal laws including VA Benefits Code of Federal regulations and policies related to veteran benefits, rights and obligations; electronic certification reporting; college degree requirements; transcript evaluation process; state, federal and District rules and regulations related to student residency requirements, general education certification and certificate programs; including applicable Education Code requirements; modern office practices, procedures and equipment; record-keeping techniques; operation of a computer and applicable software including word processing, spreadsheets and email and data entry techniques; oral and written communication skills; interpersonal skills using tact, patience and courtesy; financial record-keeping procedures, methods, practices and terminology.

Ability To: Perform clerical and public contact work in support of the Admissions and Records function; assist and advise reservists, veterans and their dependents; learn, interpret and

apply the rules and regulations of the VA; interpret and implement procedures from complex text; analyze situations accurately and adopt an effective course of action; operate a computer and assigned software including database management, word processing, spreadsheets and email; communicate effectively both orally and in writing; interact professionally and respectfully with the public and students of diverse backgrounds; maintain records and prepare reports; understand and follow oral and written instructions; learn, interpret and communicate policies, guidelines, regulations and laws to staff, students and public and exchange information; prioritize and schedule work; post and make arithmetic computations and data rapidly and accurately; operate a ten-key calculator; meet schedules and time lines; establish and maintain cooperative and effective working relationships with others; work confidentially with discretion. Sit or stand for extended periods of time, pushing and pulling, and visual acuity. Type, use phone, stand intermittently, walk, bend and stoop, occasionally lift, carry, push, pull or otherwise move objects of light to moderate weight, work at a computer, including sitting and viewing a monitor for various lengths of time, repetitive use of keyboard, mouse or other control device, dexterity of hands and fingers to operate keyboard, ability to communicate and provide information to others.

EDUCATION AND EXPERIENCE

A Bachelor's degree in liberal arts, human services, psychology, communications, or related field and two year's experience working with veterans benefits, enrollment management or student services or an Associate's Degree in liberal arts, human services, psychology, communications, or related field or related field and four (4) years of experience working directly with veterans benefits, enrollment management, or student services.

WORKING CONDITIONS

Environment: Office environment. Constant interruptions.

EMPLOYMENT STATUS

Bargaining Unit

Position E=Essential

Functions

Revised 9/05; 8/13; 9/19

Range 15