

TITLE: Coordinator, Veterans Affairs

CLASSIFICATION: Classified

SALARY GRADE: C11

SCOPE OF POSITION:

Under general direction, coordinates a variety of services for veterans, dependents, reservists, guard members, and active-duty personnel. Authorizes Veterans Affairs (VA) educational benefit payments, audits student enrollment to ensure adherence with VA policy, reports all additions and reductions in enrollment hours, and prepares compliance reports for VA, Department of Defense (DoD), and California State Approving Agency for Veterans Education (CSAAVE). Serves as lead worker to other classified employees in the program and supervises VA work study students.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Serves as the District's primary School Certifying Official (SCO) and compliance specialist for veterans education benefits, ensuring adherence to all applicable regulations of the VA, CSAAVE, DoD, and other regulatory entities.
2. Coordinates the Veterans Program Success Center, including development of programming, services, and initiatives that support the success, retention, and completion of military-connected students.
3. Provides advising and support to veterans and military-connected students, including active duty, reservists, National Guard members, and dependents, regarding VA education benefits, benefit eligibility, enrollment requirements, and available District and community resources.
4. Certifies and manages VA education benefits, including authorizing benefit payments, monitoring enrollment status, reporting enrollment changes or non-attendance, reconciling VA payments, and processing required amendments to maintain regulatory compliance.
5. Ensures program compliance and audit readiness by reviewing student academic progress and coursework, preparing required audit documentation and reports, and coordinating annual catalog approval and catalog addendum submissions.
6. Participates in the District's Credit for Prior Learning (CPL) process related to military training, including training academic counselors to evaluate Joint Services Transcripts (JST), facilitating veteran-related CPL petitions, and coordinating bulk JST transcript processing.
7. Provides guidance on financial aid and funding resources, including assisting students with completion of the Free Application for Federal Student Aid (FAFSA), explaining interactions between VA benefits and state or federal aid, validating Cal Vet Fee Waivers, and authorizing book and supply funding for eligible students.
8. Collaborates with District departments and external partners to support military-connected students and promote program visibility through outreach activities, community partnerships, and participation in regional and statewide veterans organizations.
9. Oversees grants and program funding, including tracking and reporting for Veterans Resource Center funding and Mental Health Services Act (Prop 63) grants, coordinating collaborative meetings with community partners, and preparing required metrics and reports.

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KEY DUTIES AND RESPONSIBILITIES – Continued

10. Collects, analyzes, and reports program data, including maintaining electronic student records, compiling data for Vision Aligned Reporting (VAR), and preparing annual program reports to support compliance and program evaluation.
11. Develops and maintains program communications and resources, including marketing materials, website updates, social media outreach, electronic forms, and informational resources to ensure veterans receive timely updates and accurate program information.
12. Leads the work of student employees and short-term non-continuing (STNCs) employees.

KNOWLEDGE OF:

1. Federal and state veterans' programs and financial aid fundamentals.
2. District and community resources and services.
3. Veterans cultural competency and its appropriate applications within the veterans program.
4. Federal reconciliation and reporting processes.
5. Certificate, graduation and transfer requirements, including matriculation.
6. Relevant local, state, and federal rules and regulations, programs, policies and procedures, including specialized programs designed specifically for financial aid Servicemen's Readjustment Act of 1944 (GI Bill).
7. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Apply veterans' benefits program in a fair, consistent and objective manner.
2. Work with disabled veteran populations.
3. Process and analyze statistical information.
4. Analyze financial needs of students and make referrals.
5. Prepare and present reports and information to individuals and groups.
6. Organize and oversee outreach, including events and production of informational materials.
7. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
8. Communicate effectively, both orally and in writing.
9. Exercise appropriate judgement in interactions with others and with work processes.
10. Interact with the public in a helpful, courteous, and professional manner.
11. Demonstrate sensitivity to, and respect for, a diverse population.

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QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Bachelor's degree required.

EXPERIENCE:

3+ years of increasingly responsible experience in a related area required.

OTHER REQUIREMENTS:

- Registration as Certifying Official Department of Veterans Affairs
- Must be able to perform physical activities, such as, but not limited to, lifting (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).