

**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 Veterans Affairs. 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. Coordinates the Veterans Program through the authorization of payments on behalf of eligible veterans, active duty personnel, dependents, reservists, and guard members. Monitors and adheres to all federal regulations from the Department of Veterans Affairs, the State Approving Agency, and other applicable departments or agencies.
2. Advises students and prospective students on information and procedural guidance regarding Veterans Affairs educational benefit eligibility, as well as non-education Veterans Affairs benefits.
3. Assists students and prospective students with completing the Free Application for Federal Student Aid (FAFSA). Provides information on how state and federal aid interacts with VA education benefits. Assists students with identifying any additional requirements in order to complete their financial aid packaging process.
4. Reconciles Veterans Affairs payments. Identifies and processes necessary amendments.
5. Reviews academic progress and student coursework. Ensures compliance with all Veterans Affairs regulations in preparation for audits.
6. Prepares audit responses and reports to ensure program compliance with applicable laws and regulations.
7. Participates in outreach activities and collaborations on and off campus, such as Sonoma County Veterans Council, Sonoma County Veterans Employment Collaborative, and Regions 3 & 4 Veterans Consortium, and other grant collaborations.
8. Supervises and organizes the work of student employees, and leads the work of short-term, non-continuing (STNC) employees.
9. Interprets and implements Family Educational Rights and Privacy Act of 1974 (FERPA).
10. Authorizes release of funds for books and supplies for disabled veterans accessing the Veterans Affairs Vocational Rehabilitation and Education program. Monitors and reports all changes in enrollment for students using Veterans Affairs educational benefits, in order to prevent payment errors of education benefit funds and to maintain compliance with Veterans Affairs regulations.

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**KEY DUTIES AND RESPONSIBILITIES – Continued**

11. Creates marketing materials, including social media presence, to engage veterans with vital updates from Department of Veterans Affairs, important academic calendar dates, scholarship opportunities, and outreach events. Evaluates program web pages to provide current and accurate information as well as actively assesses the program's service model, including virtual services to adapt to evolving student needs.
12. Interprets and implements federal and state policies, laws, rules and regulations.

**KNOWLEDGE OF:**

1. Federal and state veterans' programs as well as financial aid fundamentals.
2. Interviewing techniques.
3. Federal reconciliation and reporting processes.
4. Certificate, graduation and transfer requirements, including matriculation.
5. Specialized programs designed specifically for financial aid Servicemen's Readjustment Act of 1944 (GI Bill) processes.
6. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
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 events.
7. Produce informational materials.
8. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
9. Communicate effectively, both orally and in writing.
10. Exercise appropriate judgement in interactions with others and with work processes.
11. Interact with the public in a helpful, courteous, and professional manner.
12. 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 with 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](#).*