

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

COORDINATOR, VETERAN'S PROGRAM

Salary Range 20

BASIC FUNCTION:

Under the direction of the Dean of Student Programs & Services, coordinates the Veterans Program; serves as liaison between veterans, Department of Veteran Affairs and the College's academic divisions, counseling departments and administrative offices to assure special needs of veterans are met; acting College certifying official to the Department of Veteran Affairs of data required for eligible veterans and their dependents to receive their educational benefit; provides advisory and other services for veterans; performs other related duties as may be assigned.

REPRESENTATIVE DUTIES: *E = indicates essential duties of the position*

- Coordinates activities of the Veterans Office; interprets regulations; interviews and advises veterans of College and VA procedures and resources. (E)
- Assures an appropriate atmosphere exists for contact with potential students; assists veteran and their dependents with as many aspects as possible of school enrollment, evaluation and certification of courses; reinforces the student's desire to achieve an educational objective by assisting, advising, preparing and processing of required applications and plans. (E)
- Assures students have appointments to register and have completed assessment tests; requests transcripts, provides original VA required documents, stamps and certifies true copies and return originals to students. (E)
- Collects data from veteran students during registration to reflect course for each veteran. (E)
- Interview new, returning and transfer students; determines eligibility; ascertain career objectives; assures all requirements are met; assist in preparation of application and forms; prepares student files; and advises and assists students in course selection to enhance objective accomplishment. (E)
- Provides counseling assistance to veteran and dependent students attending under veteran benefits; evaluates transcripts and prior training and complete an educational plan to meet students' objectives. (E)
- Collects, types, verifies and sends certification forms and necessary documentation to the DVA; records veteran student grades, post classes added or dropped to individual files and prepares forms to notify DVA of changes. (E)
- Speaks at a variety of community and veteran organizations to inform veterans and their dependents of educational opportunities and entitlements. (E)
- Maintains accurate records and prepares clear, comprehensive reports for State and federal agencies; maintains standards and obligations as set forth in agreements. (E)
- Receives visitors; screens telephone calls; screens correspondence; initiates replies to routine correspondence; establishes, maintains and revises the yearly general information forms; orders and maintains supply of forms, applications and office supplies; operate computers data equipment to input, retrieve and maintain a variety of statistical records to prepare required reports. (E)
- Performs other related duties as may be assigned.

EDUCATION AND EXPERIENCE: Any combination equivalent to: Associate's degree and three years of increasingly responsible clerical experience involving some experience in assisting and providing services to veterans.

KNOWLEDGE OF:

Federal, State and local laws, programs and services related to Veterans Affairs.
Interviewing and counseling techniques.
Community college degree, certificate and certification requirements.
Modern office practices, procedures and equipment.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Principles and practices of training and providing work direction.
Record-keeping techniques.
Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

Interpret, apply and explain applicable federal, State and District laws, rules and regulations related to Veterans Affairs.
Communicate effectively both orally and in writing.
Compile and verify data and prepare reports.
Train and provide work direction to others.
Answer telephones and greet the public courteously.
Maintain records and prepare reports.
Meet schedules and time lines.
Work independently with little direction.
Establish and maintain cooperative and effective working relationships with others.
Observe legal and defensive driving practices.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Not applicable – no permanent full-time staff to supervise.

CONTACTS: Clients, other departmental staff, Department of Veteran Affairs, California Bureau for Postsecondary and Vocational Education.

PHYSICAL EFFORT:

Sitting and operating a keyboard to enter data into a computer terminal for extended periods of time.
Sitting or standing for extended periods of time.
Moderate lifting and, bending.
Reaching to retrieve and file records.

WORKING CONDITIONS:

Office environment.
Constant interruptions.