



Classification Title: Veterans Services Specialist

Department:	Financial Aid, Veterans, and Scholarship Services	EEO6 Code:	5
Employee Group:	Classified	Salary Grade:	23
Supervision Received From:	Supervisor, Veterans' Services	Date of Origin:	9/2016
Supervision Given:	General Supervision	Last Revision:	6/2023

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 by individual positions.

JOB SUMMARY.

Performs the full range of duties associated with certification and processing of student applications for Veterans Administration (VA) educational benefits in accordance with all applicable legal requirements and guidelines; serves as the VA School Certifying Official with responsibility for all compliance activities on behalf of the District; participates in hiring, schedules and oversees the work of assigned VA student workers; plans and implements a variety of on- and off-campus activities and events; serves as liaison for Veterans Services programs with the VA, the District and students.

DISTINGUISHING CHARACTERISTICS.

The Veterans Services Specialist is distinguished from other enrollment and financial aid support classifications by its responsibility for ensuring the legal compliance of providing VA educational benefits to applicants to Palomar College and students.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Serves as the VA School Certifying Official responsible for the District's compliance with all VA regulations outlined in the VA Certifying Official Handbook; attends regular meetings and conferences to receive updated training and information pertaining to VA regulations and policies and procedures; consults with VA officials and other colleges' Certifying Officials for assistance with regulations and procedures for resolution of complex problems.
2. Prepares, hosts and conducts annual Compliance Surveys with auditors from the Department of Veterans Affairs and the California State Approving Agency including verifying student transcript evaluations, current major declarations and education plans; billing to the VA of tuition and fees; grade reporting for all VA-certified courses; VA-mandated academic probation and dismissal; applicable District catalog information; internal policies and procedures; and VA work study students' contracts, duties/responsibilities, schedules and timecards.
3. Provides technical information and assistance to students and staff regarding VA benefits, enrollment, fees and other applicable information; provides guidance to students in correct procedures for completion of forms, applications, VA processes and enrollment; explains applications, requirements and restrictions; refers students to other areas of Student Services as appropriate.
4. Reviews applications and other information and certifies student enrollment status for VA benefits; determines appropriate VA educational program and eligibility and provides necessary forms; reviews completed forms for accuracy

and completeness; reviews and processes student certifications, unit changes, and VA paperwork related to educational benefits.

5. Monitors students' enrollment and course completion to ensure compliance with educational plans developed by academic counselors and VA requirements; implements requests to Evaluations and Records for Prior Credit Evaluation (PCE) of all academic transcripts from other colleges.
6. Monitors grades for VA students; prepares correspondence for end-of-term communications, monitors responses and adjusts certifications as necessary; tracks, updates and monitors VA student status regarding priority enrollment status.
7. Monitors all incoming payments made by the Department of Veterans Affairs on behalf of G.I. Bill recipients; adjusts VA certifications determined by financial aid awards; places enrollment blocking services indicators on student accounts who owe the District additional funds; creates and initiates payments of debts owed in compliance with VA, Treasury and VA Debt Management requirements; verifies and initiates refunds to students for overpayments of tuition and fees.
8. Coordinates all planning and logistics for events on- and off-campus pertaining to the Veterans Services office or veteran students such as Veterans Day and Memorial Day ceremonies, student orientations, outreach, student workshops, Professional Development workshops, Veterans Program Administrators of California meetings between San Diego County colleges/universities and the Department of Veterans Affairs, and Region 10 meetings between San Diego County community colleges and VA organizations; serves as liaison for all military-affiliated students at Palomar College to other District departments and community organizations.
9. Assists the Palomar College Foundation regularly with raising funds for veteran student programs and services by gathering and disseminating data for grants, applications and prospective donors; conducts tours for potential donors and District officials around Veterans Services and the Veterans Resource Center; works with Research and Planning to develop and disseminate statistical information regarding veteran students on campus.
10. Maintains the Veterans Resource Center; ensures the center is open throughout each semester; hires, assigns, trains and oversees the work of VA student workers to monitor the utilization of the center and respond to questions and inquiries by VA students; ensures maintenance of the center's equipment and workstations; arranges for approval and submission of timesheets for veteran student workers to the VA office.
11. Maintains and archives student VA benefit records; documents student contact in VA files; audits records to ensure accuracy; collects, compiles, verifies and records information for the generation of reports for the District and state and federal agencies; prepares and maintains VA student files; certifies VA students' enrollment status at Palomar College upon request by other colleges at which students are concurrently enrolled; notifies other colleges of VA students' concurrent enrollment at Palomar College.
12. Maintains and updates the Veterans Services website; develops procedures, forms, applications and other documents; produces a variety of computer-generated reports and statistical data for the Director, Financial Aid, Veterans, and Scholarship Services.
13. Establishes student group listings and processes positive service indicators in PeopleSoft for enrollment fees for veterans certified for educational benefits.
14. Initiates and maintains a log of vouchers issued to the bookstore and the Cashier's Office for vocational rehabilitation students; monitors students' bookstore expenses and performs all reconciliation activities.

Marginal Functions:

1. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of experience involving college admissions, enrollment or records, and/or administrative support experience while serving in any branch of the U.S. military.

Education/Training: Equivalent to an associate's degree in business administration or a related field from an accredited college or university.

Licenses and/or Certifications: Positions in this classification are required to attend School Certifying Officials training after hire and annually thereafter.

Knowledge of:

1. VA regulations, rules and policies regarding educational benefits eligibility and certification, VA State Approving Agency regulations and associated practices, processes and procedures.
2. The Family Educational Rights and Privacy Act (FERPA) and other state and federal laws, rules, regulations and policies governing student admissions and financial aid.
3. Methods and techniques of interviewing and advising students and applicants.
4. Operations of a computer and uses of standard business applications including word processing, spreadsheet and database software, enterprise software, and appointment scheduling software.
5. Office administration practices and procedures, including filing and recordkeeping systems.
6. Basic research methods and procedures.
7. Business mathematics and basic bookkeeping concepts and procedures.
8. Principles and practices of sound business communication; correct English usage, grammar, spelling and punctuation.

Skill in:

1. Interpreting, explaining and applying VA, state and federal financial aid regulations, policies, procedures and practices, ensuring consistency and a high degree of accuracy.
2. Advising students regarding VA educational benefits eligibility, financial aid, available services and associated processes and requirements.
3. Evaluating alternatives and reaching sound decisions within areas of assigned responsibility.
4. Auditing and reconciling complex student and financial records and accounts.
5. Assigning and inspecting the work of lower-level staff.
6. Operating a computer, enterprise software, word processing and spreadsheet software and other standard business equipment.
7. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, gender, gender expression, gender identity, medical condition, nationality, race, sex, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
8. Preparing clear, concise and accurate records, data entries, reports and other written materials.
9. Communicating clearly and effectively, both orally and in writing.
10. Maintaining the confidentiality of department and student records and information.
11. Using tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.

12. Establishing and maintaining effective working relationships with others encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions with extensive exposure to computer screens and frequent contact with faculty, students, staff of other departments, representatives of the VA and other colleges and the public, some of whom may be upset or angry.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to stand and walk for extended periods.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.