

## POSITION DESCRIPTION

### Veterans Services Technician

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**Position** ..... Veterans Services Technician

**Department/Site** ..... Veterans Success Center

**FLSA** ..... Non-Exempt

**Evaluated by** ..... Dean of Students

**Salary Range** ..... 33

#### **Summary**

Performs a variety of specialized technical and clerical tasks in connection with admission, registration, records, academic progress, and the status of student veterans. Serves as a technical resource to student veterans for working with the Department of Veterans Affairs (VA). Promotes the enrollment, retention and completion of student veterans by reaching out to students and informing them of their status and any needed documents.

#### **Essential Duties and Responsibilities**

- Processes VA certifications for student eligibility for VA benefits.
- Researches, interprets, clarifies, and resolves issues related to student veterans concerning, but not limited to, admissions, registration, matriculation, residency, student academic status, course class conflicts, and fees.
- Prepares and distributes letters used for admitting or welcoming new student veterans.
- Determines residency issues as they relate to student veteran admissions, including challenges, exemptions, and evaluation of circumstances
- Processes student veteran late registration and enrollment changes, assuring accurate posting of student drops, enrollment changes, and fees collected or owed.
- Responds to inquiries pertaining to student veteran admission and registration requirements and procedures, including those from other technicians requiring special expertise.
- Maintains student veteran records. Enters data into a computer system with data entry screens.
- Extracts and downloads information to prepare reports and audit accuracy of data.
- Assists student veterans in obtaining records and copies of transcripts.
- Verifies class enrollment status for student veterans and faculty members. Interacts with students, managers, and other staff members to facilitate transactions such as, but not limited to, student petitions, as appropriate.
- Assists student-veterans with enrollment and registration questions as needed.
- Provides information to assigned student veterans regarding application procedures and college registration, facilities, services, and the instructional program. Provides information on district policies and procedures.
- Maintains electronic records for student veteran contacts ensuring privacy of confidential student information.
- Assists in providing guidance, support and assistance to student veterans concerning class schedules, career goals, instructors, and academic progress. Assists students in resolving problems and in communicating effectively with others.
- Assists with preparing informational materials including newsletter articles.
- Prepares and distributes statistics on assigned student veterans and sends to appropriate personnel for assessment.
- Refers assigned student veterans to various district resources, community employment and social service organizations.

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- Assists assigned student veterans in navigating college support services and with connecting with Student Life and Leadership Development Program activities.
- Communicates with student services personnel, faculty and student body groups to exchange information and coordinate activities.
- Assists with outreach efforts and provides administrative support in coordinating veteran's student orientation sessions and other student veteran activities during the year.
- Fosters cooperative working relationships with college employees and community members and maintains professional and appropriate boundaries with students.
- Maintains a referral network to provide resources for veterans transitioning into college. Referral agencies may include; mental health care, alcohol/substance use treatment, legal assistance or other support services.
- Serves as point of contact for student veterans and prospective students for services provided by the Veterans Success Center. May assist in representing the District at activities of local area agencies/organizations.
- Composes general office correspondence and performs other clerical services of a routine nature including, but not limited to filing, data entry, processing of departmental bulk mail, and completing of forms.
- Performs other duties as assigned that support the overall objective of the position.

### **Qualifications**

#### **- Knowledge and Skills**

- Requires in-depth knowledge of regulations, policies, and guidelines governing community college admissions and student record keeping.
- Requires working knowledge of the District's policies and procedures for registration, residency, maintaining instructor and student records.
- Requires the ability to enter and extract data and reports from student information systems.
- Requires sufficient human relations skill to use proper telephone etiquette, explain procedures to others, resolve conflicts, and portray a positive image of the District.
- Requires the ability to independently perform all duties with efficiency and effectiveness.
- Requires the ability to analyze student performance and develop unique plans of action.
- Requires the ability to impart technical and detailed information through one-on-one or group presentations.
- Requires the ability to perform data entry and database management duties or other general record keeping and file maintenance duties.
- Requires the ability to communicate both formally and informally with a wide range of contacts.

### **Physical Abilities**

- Performs work of a sedentary nature.
- Requires sufficient ambulatory ability to move to various work locations.
- Requires manual hand-eye-arm coordination to use a personal computer.
- Requires the ability to retrieve, lift, push, pull, and carry lightweight materials on an occasional basis.
- Requires sufficient hearing and auditory ability to carry on conversations in one-on-one and small group settings and deliver in-service type presentations.
- Requires near visual acuity to read printed materials.

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#### **Education and Experience**

- An associate degree, or the completion of at least sixty (60) college-level semester units; or, in the absence of an associate degree, or completion of at least sixty (60) college-level semester units, two years of experience working in a student services-oriented role at a community college or other college/university.

#### **Licenses and Certificates**

- May require a valid driver's license.

#### **Working Conditions**

- Work is performed indoors where minimal safety considerations exist.