

Job Description

Position Title: Military & Veterans Services Specialist 1

Job Group: Student Services

Job Level Group: Support Intermediate

FLSA Status: Non-Exempt

Position Summary:

The Military & Veterans Services Specialist 1 manages the certification of all students using GI Bill benefits. Provides services in the Veteran Services Office located at the Northwest Campus. Ensures Veterans Administration (VA) compliance in regard to certifications and certification changes, graduation, and student academic progress. Collaborates with other College student service departments and Federal and State VA agencies on behalf of VA funded students.

Essential 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. Processes VA certification and compliance for all students using GI Bill benefits. Monitors enrollment, scholarships, tuition and fees, graduation, and student academic progress reports. Reviews all financials as they relate to the GI Bill.
2. Completes VA mandated trainings at webinars and state and national conferences to maintain mandatory State Certifying Official status.
3. Monitors and updates all VA compliance spreadsheets for State Certifying Official Standard Operating Procedures, Veteran Benefit Recipient Dashboard, Orientations Process, Vocational Readiness, and Employment forms. Posts changes in the VA certification portal (VA Once) and trains VA work-studies.
4. Provides services related to daily operations of the Veteran Services Office. Greets students, answers phones, manages the Veterans email inbox, processes interoffice mail, files the Veteran Benefit Recipients folders and responds to the Live Ocelot Chatbot.
5. Provides problem-solving services to benefit veterans involving multiple College departments. Collaborates with PCC Accounts Receivable, Bookstore, Registrars, Financial Aid, Veteran Advisors and VA Debt Management, VA Regional Processing Office, VA Vocational Readiness, and Employment counselors on behalf of veterans.
6. Participates in a variety of College workshops, meetings and training sessions, Veterans Day Celebration, and Veterans Graduation Program and Dinner.
7. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of applicable benefits and services for students served.
2. Knowledge of administrative procedures and practices.
3. Knowledge of internal and external customer service principles and practices.
4. Skill in effective communication (both written and oral).
5. Skill problem solving.
6. Skill in public speaking.
7. Ability to develop and maintain effective and positive working relationships.
8. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required
 - Associate's degree in a related field of study preferred.
 - One (1) to three (3) years of related experience required
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Background Check Required