

COORDINATOR OF VETERANS SUCCESS CENTER
Job Description

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA CODE: EXEMPT
SALARY CODE: 20
REPORT TO: DIRECTOR OF FINANCIAL AID
REVIEWED DATE: MARCH 18, 2019

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

Responsible for developing and coordinating a comprehensive program of outreach, support, and services for students with a veteran or military status and for eligible dependents receiving benefits from the U.S. Department of Veterans Affairs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides the overall coordination of Veterans Success Center.
- Performs and works closely with the Financial Aid Office to code veteran students with anticipated aid and disbursement regarding tuition and fees.
- Provides academic advisement and planning to prospective and current veteran students utilizing a variety of resources provided by TSC, community organizations, and other colleges, universities and related organizations.
- Provides leadership and direction in the management of the Office of Veterans Success Center by working with staff and community stakeholders in the delivery of services.
- Develops new programs to support the needs of veterans and their families with respect to higher education.
- Serves as school certifying official for Department of Veterans Affairs for processing of enrollment certifications, approvals, renewals, and reporting.
- Determines eligibility for the Texas Hazlewood Act Exemption as well as award, report and reconcile.
- Acts as liaison with all veterans' organizations and local and national resources/partners to educate and recruit eligible candidates for services.
- Creates and implements a veteran transition model, incorporating emerging opportunities and best practices that adequately address current and future needs of veterans.
- Assists in budget development and monitors program budgets and expenditures.
- Assists with the development, implementation and monitoring of related policies and procedures in collaboration with College Student Services functional area.
- Participates in the process for systematic review and evaluation per the institutional effectiveness model adopted by the College.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.

COORDINATOR OF VETERANS SUCCESS CENTER

Job Description

- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College.
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Serves on committees as appropriate and as appointed by supervisor.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of Texas Southmost College.
- Demonstrated knowledge of the governmental processes and regulations that impact the educational pursuits of members of the military and veterans.
- Knowledge of the American with Disabilities Act as Amended (ADAAA) and regulations as they relate to military changes that affect military service members.
- Demonstrated excellent communication, interpersonal and leadership skills; ability to work independently with little direction.
- Demonstrated organizational skills in handling, directing, and prioritizing multiple and complex assignments/projects and maintaining records.
- Ability to establish and maintain positive and effective working relationships with students, College employees and the public.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and other groups.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Experience with working effectively in a team environment with a customer service focus.
- Ability to perform and excel in a high-tech all-digital environment.
- Excellent customer service skills and interpersonal skills.
- Excellent oral and written communication skills.
- Ability to handle sensitive and extensive confidential data.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.

COORDINATOR OF VETERANS SUCCESS CENTER
Job Description

- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Bachelor's degree or higher from an accredited college or university.
- Two (2) years of experience working with veteran and military students in a college or university setting.

PREFERRED EDUCATION AND EXPERIENCE

- Master's degree from an accredited college or university in Education, Counseling, Higher Education or related field.
- Five (5) years of progressive experience in an educational setting with an emphasis veteran and military support services.

CERTIFICATES AND LICENSURES

- Valid Texas driver's license or the ability to obtain one within 90 days of hire.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands and fingers to handle objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate

COORDINATOR OF VETERANS SUCCESS CENTER
Job Description

Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

Direct Supervisor: _____ Date: _____

HR Representative: _____ Date: _____

COORDINATOR OF VETERANS SUCCESS CENTER
Job Description

Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a Bachelor's degree or higher from an accredited college or university?
 - Yes
 - No
3. *Do you have two (2) years of experience working with veteran and military students in a college or university setting?
 - Yes
 - No
4. Do you have a Master's degree from an accredited college or university in Education, Counseling, Higher Education or related field?
 - Yes
 - No
5. Do you have five (5) years of progressive experience in an educational setting with an emphasis veteran and military support services?
 - Yes
 - No
6. Do you have a valid Texas driver's license or the ability to obtain one within 90 days of hire?
 - Yes
 - No