FOOTHILL-DE ANZA COMMUNITY COLLEGE DISTRICT
OFFICE OF HUMAN RESOURCES AND EQUAL OPPORTUNITY

Veterans Program Coordinator

BASIC FUNCTION:
Under the direction of an assigned supervisor, participate in the various functions of the Office of Veterans Affairs (VA); assist in assuring compliance with guidelines established by the US Department of Veterans Affairs.

REPRESENTATIVE DUTIES:

1. Direct and implement various functions of the VA office; assure compliance with guidelines established by the US Department of Veterans Affairs.

2. Process student applications for VA educational benefits; provide options to counselors and students in monitoring course enrollment and student progress to assure student compliance with VA regulations.

3. Process VA certification and unit changes; process VA paperwork related to educational benefits; monitor enrollment including adds and drops as assigned; assist in student registration as assigned.

4. Review course work and discuss with students the applicability of college credits toward declared degree objectives under VA regulations; notify VA of changes in student status; advise students on methods to achieve reinstatement of benefits.

5. Prepare and maintain a variety of accurate student files, records and reports; type various forms; compile statistical data for reports; assure accuracy of information for audits; respond to inquiries from audits.

6. Provide information to students regarding eligibility for educational benefits and related matters; review applications for completeness and accuracy; resolve issues or concerns of students as needed or refer to appropriate personnel.

7. Maintain current knowledge of rules, regulations and procedures related to VA benefits.

8. Operate a computer and other office equipment as assigned.

9. Create, edit and publish a newsletter for VA students.

10. Oversee tutoring program for VA students.

11. Provide work direction and guidance to student workers; hire and evaluate student workers.

12. Perform a variety of clerical duties as needed.

13. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. VA regulations and policies related to educational benefits.

2. Policies and objectives of assigned program.

3. Interpersonal skills using tact, patience and courtesy.
4. Record-keeping techniques.
5. Modern office practices, procedures and equipment.
6. Oral and written communications skills.
7. Operation of a computer and assigned software.
8. Graduation requirements of a community college.

ABILITY TO:
1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty and staff.
2. Participate in the various functions of the VA office.
3. Assist in assuring compliance with guidelines established by the US Department of Veterans Affairs.
4. Interpret and explain applicable laws, rules and regulations.
5. Communicate effectively both orally and in writing.
6. Meet schedules and time lines.
7. Maintain accurate records and reports.
8. Establish and maintain effective working relationships with others.
9. Operate a computer and a variety of office equipment.
10. Work confidentially with discretion.
11. Prioritize and schedule work.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: Associate's degree and two years of increasingly responsible experience in a related student services area.

WORKING CONDITIONS:
ENVIRONMENT:
1. Office environment.
2. Constant interruptions.

PHYSICAL ABILITIES:
1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Seeing to read various materials.
4. Bending at the waist, kneeling or crouching to file materials.