CROWDER COLLEGE
POSITION DESCRIPTION

Status. PT, 12 months	**Title**	VETERAN SERVICES COORDINATOR
Revised: 7/31/2017	**Department**	FINANCIAL AID
Level: Professional	**IPEDS**	OTHER PROFESSIONAL
FLSA: Exempt- As currently defined by DOL	**Reports to**	DIRECTOR OF FINANCIAL AID

POSITION SUMMARY

Serve as the primary point of contact for veteran and military students. Provide academic and general advising to increase retention and success of the veteran and military student population. Provide support with admissions, placement testing, financial aid, loans, work-study, Veteran's benefits, and transfer options. The Veteran Services Coordinator is the primary Veteran's Certifying Official and has the responsibility to monitor, document, and report student progress to Veteran's Affairs.

MAJOR FUNCTIONS

1. Serve as the Crowder College primary point of contact for veterans and military students.
2. Act as the primary Veterans Affairs Certifying Official and monitor, document and report student progress to Veterans Affairs (VA).
3. Provide academic and general advising to increase retention and success of Veteran and military students including support with admissions, placement testing, financial aid (FA), loans, work-study, Veteran's benefits, and transfer options.
4. Assist the Financial Aid Director to collect paperwork, financial records, receive financial aid applications, guide students through the FA process, collect information and documentation necessary for FA or admissions applications, and provide accurate information to students on procedures and documentation required for admissions and financial aid.
5. Plan, develop, and implement programs, services, and activities to retain and support veterans and military students. Advocate for veteran and military students, as needed.
6. Provide referrals for veterans to campus support services such as the Student Success Center, Office of Disabilities Services, Tutoring, and Career Services.
7. Research and collect required information for certifications, terminations, additions, and adjustments to VA benefits.
8. Maintain accurate VA student files and reports.
9. Perform continuous follow-up with students receiving VA benefits.
10. Train and provide support on how to use automated Jenzabar on-line processes available including registration, adding and dropping courses, reviewing student accounts and financial aid awards, etc.
11. Advise and assist students regarding required documentation needed for financial aid files. Review documents for accuracy and completeness, clear documents in PowerFAIDS and determine if additional information or documentation is needed at any of the Crowder College locations.
12. Process FA verifications and scholarship information, collect and track data to ensure files are complete, and ensure and maintain records confidentiality.
13. Educate Crowder College personnel and relevant community members concerning Veteran's issues.
14. Represent Student Affairs on campus committees, as needed.

15. Other duties as assigned by the Director of Financial Aid or Vice President of Student Affairs.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

Bachelor's degree required in relevant field.
A minimum of one (1) year of related work experience.
Accuracy and attention to detail
Computer literacy
Ability to perform multiple tasks and remain calm during frequent interruptions.
Ability to establish and maintain positive working relationships with students, employees and outside contacts.
Knowledge of general mathematical calculations.
Ability to handle confidential material judiciously.
Knowledge of applicable veteran and military affairs rules and regulations preferred.
Knowledge of applicable federal rules and regulations regarding financial aid preferred.

EQUIPMENT/SOFTWARE

Operate standard office equipment such as computers, desktop calculators, copiers, and telephones.
Use web-based applications to receive and transfer data electronically.
Information Technology Abilities required:
 Ability to operate a personal computer using the Windows environment.
 Ability to understand operating a personal computer within the Crowder College Network environment.
 Ability to use E-mail.
 Ability to perform basic Jenzabar/PowerFAIDS functions
 Ability to perform basic word processing using MS Word.
 Ability to perform basic spreadsheet functions using MS Excel.

POSITIONS SUPERVISED

Assist with Departmental staff and Work-Study if needed

WORKING CONDITIONS

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours but adjustment of hours involving evening and/or weekend work will be required from time to time
3. A neat appearance and appropriate businesslike apparel are required.

PHYSICAL DEMANDS

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office and service locations.
2. Input and access information-using computers.
3. Ability to concentrate on assigned tasks and pay close attention to detail.
4. May sit at a workstation for up to three (3) hours at a time.

CREATIVE AND ANALYTICAL SKILLS

1. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
2. Ability to devise or modify methods or processes to solve specific problems.

LANGUAGE/COMMUNICATIONS SKILLS

1. Effective telephone communication skills, including ability to obtain and provide information verbally.
2. Ability to communicate effectively with a variety of people, including students and the general public.
3. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
4. Ability to read English in order to proofread and perform grammatical and spelling edits.