

Manager, Veteran Affairs

FLSA Status: Exempt

Pay Grade: 18

Job Title ID: 12253

Job Series/Job Family: Student Support & Success Series / Financial Aid & Veterans Affairs Family

Reports To

Director, Student Assistance & Veterans

Job Purpose

To manage and monitor the operations of the Veterans Affairs Office; assure compliance with federal, state and College directives in relation to veteran/dependent US Department of Veterans Affairs (DVA) educational benefits.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Manages and monitors the daily operations of the Veterans Affairs Office; develops and implements policies and procedures; manages the division budget allocation and grant fund.
2. Supervises, hires, trains, and evaluates the performance of staff, hourly workers, and work study personnel.
3. Manages the daily flow of direct services to veterans.
4. Serves as a liaison for the Veterans Affairs office with division chairpersons, student services counselors, and administrative personnel; provides assistance in resolving problems in relation to veteran student issues.
5. Monitors compliance with federal and state regulations; prepares and submits reports to the appropriate federal and state entities.
6. Verifies student enrollments, certifies eligibility status, and counsels students.
7. Coordinates the necessary actions with the DVA Regional Office to facilitate the enrollment of disabled veterans under the Vocational Rehabilitation Program.
8. Coordinates the process for clearing students in overpayment status with DVA.
9. Provides academic advising to Veteran students who are eligible to receive DVA Educational Benefits, and ensures compliance with unique DVA policies and requirements.
10. Coordinates information with the Texas Success Initiative (TSI) Director and Parallel Studies Division chairs to determine student status and courses required.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- US Department of Veterans Affairs (DVA) Educational Benefits.
- Federal and state regulations pertaining to educational benefits.
- Enrollment processes for disabled veterans under the Vocational Rehabilitation Program.
- Processes for providing academic advising to veteran students.
- Supervisory principles, practices, and methods.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Managing the flow of educational services to Veterans.
- Monitoring compliance with federal and state Veterans educational benefits regulations.
- Verifying student enrollments, certifying eligibility status, and counseling students.
- Advising veteran students regarding available educational benefits
- Effectively supervising, leading, and delegating tasks and authority.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Four years work related experience, including one year supervisory experience.

Preferred

- Experience in a college student services setting. Experience working with Veteran populations.

Education

Required

- Bachelor's degree in related field.

Safety

Required

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.