



**JOB TITLE:** Veterans Services Coordinator

**DEPARTMENT:** Student Success

**SUPERVISOR:** AVP, Student Success

**FLSA STATUS:** Non-Exempt

## **MAJOR PURPOSE:**

The Veterans Services Coordinator works within the Student Success Division to provide support to military and veteran students and designs programming to encourage the success and retention of veteran students. Oversees a variety of specialized duties involved in developing and coordinating operations of the Veterans Resource Center.

The pay range for this position is generally: \$50,000-\$55,000. Individual pay is generally determined by a number of factors including job-related skills, experience, relevant education or training and location.

This position is full-time (40 hours per week), 100% in-person, and on campus.

## **ESSENTIAL FUNCTIONS:**

- Serve as liaison for Veterans-related issues to academic & financial aid/student accounts departments, student services, career development, and instructional faculty.
- Coordinate the operations of the Veteran Resource Center.
- Serve as a School Certifying Official (SCO) and liaison between the U.S. Department of Veteran Affairs (VA) and the University to ensure compliance with the VA.
- Collaborate with staff in other campus offices to ensure student issues are resolved and process changes are implemented to increase effectiveness and student success
- Provide a variety of information and assistance to students, staff, the public, and outside agencies concerning admissions, veteran benefits, eligibility, registration, transcripts, and student records policies and procedures; educate prospective students on VA benefits and educational opportunities at the University.
- Lead group presentations including student-interest workshops and seminars, orientations, group advising, and other matriculation functions.
- Coordinate and build relationships with community partners and veteran organizations to support smooth transitions of prospective and current students.
- Prepare and maintain student records and accurate reports as needed
- Recruit, interview, train, and supervise department student employee(s).

- Maintain a high degree of discretion when dealing with confidential information, referring to the Student Care Team as needed.
- Participate in evening and weekend University and VRC events, including Graduation.
- Perform other duties as needed.

## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATIONS:**

- Bachelor's degree
- A minimum of two years of professional experience in providing Veterans services is preferred.

### **REQUIRED KNOWLEDGE/EXPERIENCE:**

- Military Service or experience working with Veterans is preferred.
- Knowledge of Veterans Educational programs and Veterans Affairs.
- VA regulations and policies related to educational benefits
- Pertinent federal, state, and local laws, codes, and regulations relating to the Veterans Affairs.
- Experience collaborating in teams.
- Knowledge of Google Apps, Microsoft Office Suite and job-related technologies.
- Experience in advising, programming, and presenting workshops.

### **SKILLS/ABILITIES:**

- Commitment to work in a Christian liberal arts institution
- Ability to work collaboratively across university departments that have diverse faculty/staff teams with the view toward increasing veteran student success
- Thrive in collaborating with a team and building professional partnerships
- Displays self-confidence, patience, empathy, and active listening when building rapport with students; understands and adapts quickly to multi-generational needs and students of diverse backgrounds
- Excellent written and verbal communication skills and attention to detail
- Must maintain a positive, cooperative, and Christ-like attitude supportive of the University mission, especially in the area of helping students grow in their spiritual development through conversations and prayer
- Ability to adapt to a fluid and changing environment, that is subject to frequent interruptions
- Ability to gather data, compile information, and prepare reports
- Ability to communicate effectively with students, staff, faculty, and administration
- Demonstrated analytical, problem solving and detail-oriented skills
- Ability to maintain confidentiality and manage sensitive information

- Excellent oral, written, and interpersonal skills
- Must be able to facilitate a culture of community, service, and fun with the team!

**WORKING ENVIRONMENT:**

The employee agrees to promote the values and mission of William Jessup University as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

**WORKING CONDITIONS:**

The employee is regularly in a typical, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors. There are no hazardous or significantly unpleasant conditions.

**PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:**

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms; stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 50 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that to perform this job successfully, I must be able to perform the essential duties with or without accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

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Employee Signature

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Date