Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB SUMMARY.

Performs a variety of duties related to the certification and processing of student applications for Veterans Administration (VA) educational benefits, tutorial assistance, and work study benefits in accordance with legal guidelines, including serving as the District’s certifying official. Prepares office procedures and guidelines relating to VA students; monitors student progress; gathers statistical data on veterans’ utilization of benefits and services; performs outreach activities; serves as the College’s liaison between students, the College and the VA; and performs a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS.

The Veterans’ Services Technician classification is distinguished from similar classifications within Enrollment Services and Financial Aid, Veterans’ and Scholarship Services by its responsibility for performing complex and technical activities related to Veterans Administration VA benefits and students.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Provides assistance and technical information to students and staff regarding Veterans Administration benefits, enrollment, fees and other applicable information; instructs students in correct procedures for completion of forms, applications, VA processes and enrollment; explains applications, requirements and restrictions; refers students to other areas of Student Services as appropriate.

2. Collects and reviews applications and other information required to certify student's enrollment status for VA benefits; determines appropriate VA educational program and eligibility, and provides necessary forms; reviews completed forms for accuracy and completeness; reviews and processes student certifications, unit changes, and VA paperwork related to educational benefits.

3. Monitors students' enrollment and course completion to ensure compliance with educational plans developed by academic counselors and VA requirements; implements requests to Evaluations and Records for Prior Credit Evaluation (PCE) of all academic transcripts from other colleges.

4. Monitors grades for VA students; prepares correspondence for end of term communications and monitors responses and adjusts certifications as necessary; tracks, updates and monitors VA student status in regards to priority enrollment status.
5. Consults with VA officials and other colleges’ certifying officials for assistance with regulations and procedures for resolution of complex problems.

6. Prepares and transmits correspondence regarding VA benefits and enrollment information; responds to requests from the VA; ensures proper releases are on file to safeguard student privacy.

7. Certifies VA students’ enrollment status at Palomar College upon request by other colleges at which students are concurrently enrolled; notifies other colleges of VA students’ concurrent enrollment at Palomar College.

8. Maintains the Veterans Support Center; ensures the center is opened throughout each semester; assigns and trains VA student workers to monitor the utilization of the center and responds to questions and inquiries by VA students; ensures maintenance of the center’s equipment and workstations.

9. Maintains and updates the Veterans’ Services website; develops procedures, forms, applications, and other documents; produces a variety of computer-generated reports and statistical data for the Director.

10. Maintains and archives student VA benefit records; documents student contact in VA files; audits records to assure accuracy; collects, compiles, verifies and records information for the generation of reports for the District and state and federal agencies; prepares and maintains VA student files.

11. Establishes student groups listing and processes positive service indicators in PeopleSoft for enrollment fees for veterans certified for educational benefits.

12. Conducts reconciliations with the VA for educational benefits certified and fees reported.

13. Coordinates veterans’ outreach activities with other colleges, students and the local community; organizes and coordinates VA-sponsored activities on campus; delivers presentations on VA educational benefits; attends various VA-related meetings and activities on and off campus.

14. Initiates and maintains a log of vouchers issued to the bookstore and the Cashier’s Office for Vocational Rehabilitation students; monitors students’ bookstore expenses; performs all reconciliation activities.

15. Interviews, trains and provides work direction to hourly employees as assigned; signs and submits timesheets for veteran student workers to the VA office.

**Marginal Functions:**

Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Knowledge of:**

1. VA regulations, rules and policies relative to educational benefits eligibility and certification
2. VA state approving agency regulations
3. Federal Title IV Financial Aid regulations
4. Basic VA eligibility and certification
5. College catalog, academic schedule guidelines and policies and procedures
6. Methods and techniques of interviewing and advising
7. Modern office procedures, methods, and equipment, including computers and associated software
8. Principles and procedures of recordkeeping
9. Basic mathematic and accounting principles
10. Principles of basic report preparation
11. English usage, spelling, grammar and punctuation

**Skill in:**

1. Interpreting and explaining the Veterans Educational Benefits program and federal and state financial aid regulations and rules
2. Assisting and advising students on obtaining and maintaining eligibility
3. Advising students on financial assistance/educational benefits programs and application process.
4. Working with students of various backgrounds under stressful conditions
5. Analyzing and interpreting educational benefits data
6. Operating modern office equipment, including computers and supporting word processing, spreadsheet, web design, and other software applications
7. Maintaining computer databases and performing data entry
8. Maintaining accurate records and files
9. Preparing a variety of clear and concise reports and forms
10. Public speaking, including delivering presentations
11. Reconciling student accounts
12. Performing mathematical calculations
13. Responding to requests and inquiries from the general public
14. Working independently in the absence of supervision
15. Communicating clearly and concisely, both orally and in writing
16. Establishing and maintaining effective working relationships with those contacted in the course of work

**Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Three years of experience related to bookkeeping, accounting, cashiering, or related duties, or equivalent administrative duties performed while in active military service.

**Education/Training:**

Equivalent to the completion of two years of college-level coursework.

**Preferred Qualifications:**

Service in any branch of the United States military.
WORKING CONDITIONS.

Environmental Conditions:
Office environment, exposure to computer screens.

Physical Conditions:
Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time.