

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Veterans Services Technician

BASIC FUNCTION: Under supervision of the area Dean, performs customer service tasks to serve veterans and their dependents as related to College admissions and benefits; serves as the District Veterans Affairs specialist.

PROVIDES WORK OR LEAD DIRECTION TO: Student Services Technician, Short-Term employee(s) and/or Work Study student(s).

REPRESENTATIVE DUTIES:

1. Provides specialized information to determine the VA Educational program and forms required to certify students' enrollment for VA Educational Benefit payments; instructs students in the correct procedures for completing forms and applications; checks forms for accuracy; and provides explanation of VA regulations and requirements.
2. Provides specialized information and technical assistance to students, staff, faculty and the public for college admission, student records and registration policies and regulations.
3. Schedules appointments to meet with and process priority registrations for the Vocational Rehabilitation students who are referred by the Vocational Rehabilitation Counselors; processes deferment of enrollment fees; initiates bookstore vouchers; issues photo IDs and parking permits; monitors progress; provides a report of deferred billings for Student Accounts.
4. Prepares Student Education Plans (SEPs) and sends to the counselor for processing; collaborates with the Evaluations and Counseling Department regarding incoming transcripts review and equivalencies for the SEPs; receives processed SEPs and reviews for completeness.
5. Processes and signs VA enrollment certifications utilizing VA Once, (the VA online database to start the VA Educational Benefit payments for the students); creates the confidential VA Once database with VA approved programs, term dates, and students bio information.
6. Monitors and audits VA students' files for enrollment certification, program approval, reporting unsatisfactory progress, "F" grades and changes or termination of enrollment; utilizes the school student records database to prepare reports and instructor attendance rosters to maintain VA compliance for audits and to avoid fraud; organizes and maintains students' confidential files complying with VA policy and regulations.
7. Opens and prepares the Veterans Office and the Photo ID Office; checks and responds to voice mails, emails and other correspondence; and processes RCC photo ID's.
8. Monitors and orders forms, supplies, and equipment repairs as required.
9. Interviews, hires, trains, schedules, plans, organizes, and reviews daily work activities, and oversees part-time Veterans work-study students and Student Services Technician; verifies, signs, and reports timesheets.
10. Coordinates with Information Services to provide school calendar term dates; prepares reports regarding student enrollment changes, final grades and academic progress for required VA reporting.
11. Designs, develops, and updates office procedures and materials for the Veterans Office; creates various reports, spreadsheets, databases, mail merges, correspondence, veteran's pamphlet, forms, and sign postings.

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12. Attends District training, Admissions and Records training and meetings, and Veteran's training and conferences.
13. Processes advance pay requests and distributes paychecks to students.
14. Participates in District-provided in-service training programs.
15. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
16. Performs other duties, related to the position, as assigned.

EDUCATION: An associate degree from an accredited institution.

EXPERIENCE: Two years of closely related clerical work in a college admissions and records office are required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Modern office methods.

ABILITY TO: Understand and follow oral and written directions; organize work area and design systems to support effective workflow; index and alphabetize accurately; accurately count money and provide accurate change to customers; identify problem areas and take initiative to inform his/her supervisor; maintain effective working relationships with other staff, students, faculty, and the public.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, students, the general public, VA Vocational Rehabilitation Counselors, county and state VA representatives, State Approving Agency Education Specialist, and other school certifying officials.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.