



Job Description

Job Title: Veteran & Military Services Coordinator

JTC: CQZ

Salary Range: N04

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Coordinates student support services to promote the educational development and success of military and veteran students, serves as an advisor and advocate for military and veteran students. Coordinates and presents information and educational outreach programs, understanding campus requirements, personal development and academic skill building.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of veteran and military educational benefits, guidelines and qualifications necessary for eligibility of special programs. Knowledge of applicable financial aid, federal and state statutes and regulations and governing assistance programs. Knowledge in conducting individual needs assessments. Knowledge of the American with Disabilities Act as Amended (ADAAA) and regulations as they relate to military changes that affect military service members.

The ability to provide independent opinions on complex client problems and assists with handling sensitive and priority issues. Experience providing the client constructive feedback about issues/problems that may be encountered. Experience and ability to multi-task, meet deadlines and complete reports.

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public. Experience working independently while contributing to a team environment. Thorough knowledge of office methods, procedures and practices, grammar and business writing.

Ability to identify challenges and implement solutions. Experience working with individuals in a diverse student body and fosters sensitivity to diverse issues in a campus setting. Uses situations to create a desired impact and to maximize the chances of a favorable outcome.

Experience with counseling or advising students in a college setting on policies, procedures and processes related to admissions, records, veteran services and/or financial aid. The ability to communicate complex issues clearly and credibly with a widely varied audience. The ability to tailor communication style to diverse audiences.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate degree with two (2) years of related experience or high school diploma with three (3) years of service in related field. Official transcripts required when applicable. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides overall coordination of the Veteran's Service Center by addressing higher education needs of active military service members, veterans and their dependents. Provide academic advising and planning to prospective and current students utilizing resources provided by DCCCD, community organizations and other colleges and universities.

Assists students with accessing applicable federal and state benefits via various portals, degree review and course registration. Perform internal reviews and prepares records for federal and state compliance review as required. Identifies, analyzes and resolves complex veteran issues, including financial aid, student debt, awarding of military and transfer credits, residency waivers and tuition disbursements.

Establishes rapport with students, faculty, staff and community groups that acknowledges difference while appreciating diversity and supports the District's strategic plan. Establish a positive and inviting environment for the veteran and military community. Maintain department records in compliance with DCCCD policies, state and federal regulations.

Review various data associated with veteran students including enrollment, registration, academic standing, types of benefits used and other related administrative data. Ensures compliance with FERPA and associated policies that protects the privacy and confidentiality of student and employee information.

May provide supervision, guidance or lead staff members. Provide assistance working on assigned projects and provides updates on project. Prepares and ensures that regular and consistent written and oral communication is applied in a diverse environment.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.