Job Title: Advisor II/Veterans Benefits, Financial Aid Services

Reports to: Customer Service Coordinator
FLSA Status: Salaried Exempt
Level: 118
Position Class:

Job Summary:
The Advisor, Veterans Benefits certifies students for U.S. Department of Veteran Affairs (DVA) educational benefits; assures compliance with federal, state and college directives in relation to veteran/dependent educational benefits, acts as liaison with Veterans Administration, and co-chairs the College’s Veterans Affairs Advisory Team. In collaboration with Student Development Advisor monitors veteran student enrollment to ensure class registration is appropriate to a veteran’s declared degree program. Provides proactive financial aid outreach, and recruitment programs, and assists with verification, documentation, and awarding of aid for selected applicants.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Utilizes in-person, written and web-based resources to provide information and guidance to potential students, current students and the college community in the areas of the veterans’ educational benefits and eligibility, educational objectives and degree/vocational opportunities.

2. Assists students in applying for a wide variety of DVA programs.

3. Prepares and reviews appropriate documentation necessary for certification of student’s veterans’ education entitlements to DVA benefits. Interprets and applies federal and state regulations to all aspects of veteran student aid.

4. Serves as a liaison and resource for veterans affairs with faculty and academic administration, educational records, academic student development advisors, and administrative personnel; provides assistance in resolving problems in relation to veteran student issues.
5. Reviews and monitors academic evaluations, enrollment, and student requirements to ensure compliance with DVA regulations and CSM policies. Monitors veteran students’ academic progress, course enrollment, and other reporting requirements.

6. Acts as a liaison between DVA Vocational Rehabilitation Specialist and disabled veterans; controls the issuance of forms used to cover educational costs.

7. Ensures the College is in compliance with state and federal agencies by maintaining a current knowledge base of veterans’ affairs policies and procedures. Prepares and submits reports to the appropriate federal and state entities.

8. Communicates with the appropriate state and federal agencies to resolve issues as identified.

9. Coordinates the process for clearing students in overpayment status with DVA.

10. Designs and conducts financial aid literacy workshops; informing students on the availability of educational funding, the process by which to apply for and maintain financial aid, and advises on how to operate within personal budgets.

11. Assists with on and off-campus and evening recruitment and outreach efforts by providing financial aid information at student orientations, Open House events, and/or community outreach programs.

12. Facilitates group discussions and workshops with specific student populations to ascertain effective outreach efforts.

13. Supervises campus Veterans Affairs Student Assistants.

14. Performs other duties as assigned.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Bachelors degree required and three to five years experience working in a financial aid, student services, or Veterans Affairs office in a postsecondary institution; or equivalent combination of education and experience.

- **Supervisory Experience:**
  No supervisory experience required. Leadership experience preferred.

- **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Excellent English listening and speaking skills required. Spanish language proficiency is an asset.
• **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

• **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

• **Computer Skills:**
  To perform this job successfully, an individual should have basic knowledge of word processing software, spreadsheets, Internet, e-mail system, and PowerPoint software. Must become efficient with current college database software and other college required software within one month of hire. Banner experience is preferred.

• **Certificates and Licenses:**
  None required

**Responsibility for People and Property:**
Provides oversight for student worker(s) assigned to Veteran’s Benefits.

**Responsibility for Communication:**

• **Internal Contacts:**
  Regular contact with students and routine contact with all levels of SCF staff and administration.

• **External Contacts:**
  Routine contact with the Veteran’s Administration and military base education officers.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use manual dexterity. The employee is frequently required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color and ability to adjust focus.
General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

Approvals:
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
<th>Title</th>
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