

TITLE: VETERAN SERVICES COORDINATOR/PUBLIC SERVICE ADVISOR

BASIC FUNCTION AND RESPONSIBILITY: A primary responsibility of all persons assigned to this job title is to support the instructional mission of the institution and to promote positive student and customer relations. Work with students and members of the veteran community and public service pathway programs from their first point of contact with the college through completion.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES: The essential functions, pursuant to the Americans with Disabilities Act, may include the characteristic duties, knowledge, skills, abilities noted herein, however, this list represents EXAMPLES ONLY, and is not a comprehensive listing of all functions and tasks performed by positions found in this job classification.

Provide proactive academic and career advising for public service pathway programs, recruit and track progress from enrollment to completion, and develop and maintain relationships on behalf of student success. Support retention and recruitment efforts of the college. Provide on-going communication and mentoring with students for accountability, engagement, and connection to college resources and support services. Develop, facilitate, and participate in educational and social events.

Develop and implement veteran specific outreach programs to enroll, retain, and assist veterans with their transition from military to civilian life in the educational setting through activities and events such as orientation, open houses, and faculty and staff training. Develop and implement veteran specific communications through email, social media, etc., update the college webpage with veteran related information, and oversee access, maintenance, and use of Veterans lounge. Collaborate with Veteran Success Representatives, Student Veterans of America, and community organizations to support student veterans and college departments to maintain and grow as a nationally recognized military friendly campus.

REPORTS TO:

Student Employment Relations Liaison

SUPERVISION EXERCISED:

Supervision exercised over work study students

SKILLS AND KNOWLEDGE:

Skill in building relationships
Skill in oral and written communications
Skill in working with diverse populations
Knowledge of College programs, courses and services
Knowledge of veteran issues

ENTRY QUALIFICATIONS

Appropriate education, training, experience and talents are requirements. An example of this would be a bachelors degree in an appropriate field and one year of related experience.