

University of Houston – Clear Lake

Position Description

Job Title: **Coordinator, Veterans Services**

Job Code: **3533**

Pay Grade: **040**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Bachelor's degree.	Proficient in PeopleSoft.
Experience	Experience working with veterans, veteran programming, be knowledgeable about funding, transitional services for veterans and their families	Two years experience working with students in secondary or post-secondary education and/or of that demographic.
License/Certification		Certifications appropriate to veterans education benefits.

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

The Coordinator is responsible for the recruitment and advising of new students with regard to admissions, financial aid, registration and HB 269 military service credit. The individual is the certifying officer for state and federal educational benefits. As the certifying officer, the Coordinator is responsible for state and federal reporting in collaboration with the Office of Financial Aid. The Coordinator serves as an information and referral source for veteran students to various offices on campus and assisting veterans with problem resolution. The Coordinator is responsible for effective leadership and quality customer services of the VSO and coordinates and provides training to student workers to help ensure veteran services.

Duties and responsibilities	% Time
Assists in the development and implementation of recruitment strategies targeting active and ex-military personnel. Establishes, promotes and fosters relationships with local military units and active duty military education offices through written communication and personal contact. Recruits and advises incoming student veterans on admissions, financial aid and registration.	35
Processes, coordinates and certifies veteran applications of state and federal educational benefits in accordance with university policies and procedures and relevant governmental agency guidelines. Collaborates with the Office of Financial Aid to ensure that Hazelwood benefits are appropriately counted in Estimated Financial Aid Assistance in financial aid packaging. Stays current in knowledge of veteran funding matters and other regulations affecting student veterans.	20
Serves as a source of information and referral to respond to veteran student need with to goal of assisting veteran students to persists and graduate. Assist with issue resolution when necessary. Acts of liaison with student success services and academic advising. Coordinates and assists reservist called to military duty in addressing enrollment issues with the relevant offices on campus.	20
Responsible for effective leadership and quality customer services of the VSO and coordinates and provides training to student workers to help ensure veteran services. Handles HB 269 with regard to military service credit to be applied to degree plan. Communicates with student veterans regarding HB 269 and discusses options with student veteran students veterans based on degree plan chosen. Communicates acceptance of credit with the transfer of credit analyst for input into	15

the transfer of credit system. Communicates with school advisors of the transfer of credit for proper incorporation of transfer credit into the student veteran's degree plan.	
Be visible and involved in university life, e.g. student organizations and alumni and to serve as UHCL representative at events involving veteran students with internal and external agencies to the University. Implement and maintain database of pertinent contacts for the office, and to gather information and data to prepare statistical reports over trends and patterns of issues affecting veteran students. Responsible for the documentation and maintenance of records for the Veterans Service Office in accordance with the State of Texas Retention Schedule. Plans and prepares for audits from various agencies. Audits veteran's student records, checks data for inconsistencies, researches, corrects and updates audit findings. Responsible for filing appropriate state reports for Hazelwood and collaborating with the Financial Aid Office for the appropriate reporting of educational benefits reporting on various state and federal reports. Other duties as assigned.	10

This position description describes the general qualifications, duties and responsibilities of work being performed.