

JOB INFORMATION

Effective Date	2/15/2023
Job Code:	3538
Job Title:	Asst Dir, Veteran Services
Salary Grade/Structure:	040 - Admin-Professional
Career Level Name:	
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Student Health & Wellness
Job Family:	Mental Health Services
Job Summary	The Assistant Director for the Office of Veteran Services will report to the Executive Director, of the Office of Veteran Services, and represents the Office when needed in place of the Director. Assist with providing outreach and services to student veterans and their dependents. Draw on knowledge of available resources about veteran benefits and educational applications in addition to assisting student veterans and dependents in applying for available programs and benefits. Demonstrate advanced knowledge of current federal and state legislation relating to benefits for current military service members, veterans, and their dependents.

COMPETENCIES

Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
Bachelor's Degree		Required	
Master's Degree		Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	Demonstrated experience working with student veterans in secondary or post-secondary education or in a related setting.	Required	
Less than 3 yrs	Three years of experience working with student veterans in secondary or post-secondary education.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	Current on annual School Certifying Official (SCO) training requirements OR ability to be certified within in 30 days of hire.	within 30 Days	Required	

Knowledge, Skills and Abilities

KSAs	Proficiency
• Must have an understanding of current state and federal veterans benefits and be a current certifying official.	Skilled
• Advanced skills in communication and diplomacy and ability to communicate professionally and effectively with students, faculty and staff, as well as external constituents.	Skilled
• Ability to collaborate effectively as part of a team.	Proficient
• Must be a self-starter with the ability to handle interruptions, meet deadlines, and maintain confidentiality.	Skilled
• Ability to manage all services and programs for veteran students with minimal direction from assigned supervisor.	Proficient
• Advanced knowledge of institutional responsibilities for remaining in good standing with federal and state guidelines for funding military, veterans and dependent benefits.	Proficient
• Ability to develop programs and activities with other agencies rendering services to veterans; establish and maintain satisfactory relationships with veterans, veteran groups and government agencies.	Skilled
• Advanced skills and knowledge in supervisory practices of students and professional staff and in creating an efficient and positive working in environment. Advanced skills in relationship building and diplomacy skills with the ability to develop rapport with campus partners and de-escalate challenging situations.	Proficient

JOB RESPONSIBILITIES

Campus Security Authority ☒

Remote Work Capable ☐

Essential Functions

Essential Function	% TIME
• Serve as the primary certification officer and delivery of all types of veteran benefits to qualifying students and coordinate the daily operations of the Office of Veteran Services. Evaluate the academic progress of these students as required by law. Assist the Executive Director in providing services and programming which supports retention, graduation, and career success for military connected students. Assist in the daily administrative functions of the Office Veteran Services as requested, including drafting correspondence, handling inquiries and requests for information, and addressing student and community questions or concerns. Provide leadership for department along with and in the absence of Executive Director.	20%
• Plan budgets for unit(s) under supervision and assist the Executive Director in planning and budgeting for department. Train the program and support staff and supervise the selection process for professional staff and student workers. Coordinate and maintain standards of excellence for programs. Provide direction for the planning and promotion of program activities and for the establishment of an ongoing program of leadership development for students and professional development of support staff. Provide training and resources for certifying officials to ensure compliance with all federal and state rules and regulations governing veteran student benefits and University responsibilities to remain in good standing as an institution.	15%
• Initial data entry of VA certification information in the VAOnce system; collect, track, and log VA documentation and process in a timely manner. Maintain records in conjunction with other university certifying officials that comply with federal and state requirements and prepare records and reports for corresponding audits on veteran student enrollment and success. Participate actively in recruitment efforts targeting service members and veterans, retention initiatives, including support services for at-risk students.	15%

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Serve as a source of information and referral to veteran students needing assistance. Assist with issue resolution when necessary and de-escalate challenging situations with diplomacy and tact for students or external customers. Act as the liaison between student business services, financial aid, student success services and academic advising. Coordinate and assist military personnel (Active Duty, National Guard and Reservist) called to service in addressing enrollment issues with the relevant offices on campus. Handle HB 269 with regard to military service credit to be applied to degree plan. 	15%
<ul style="list-style-type: none"> Advocate for institutional veteran-centric policies and procedures. Review current processes and procedures and collaborate on the implementation of new technologies and workflows to improve services to students. Support and assist with strategies and programs assisting the education and development of service members (active duty, reserves, and National Guard), veterans, dependents, and survivors. Serve as a liaison to campus constituencies regarding OMVS initiatives, including but not limited to Academic Affairs, Student Affairs, and other departments and offices. 	15%
<ul style="list-style-type: none"> Serve on University and Division committees as needed. Represent the department at orientation and other events requiring presentations and/or tables. Work with community organizations to assist student veterans. Market the Office of Veteran Services programs and services to audiences across campus. 	10%
<ul style="list-style-type: none"> Plan and present benefit workshops on campus to current students. Support programs and initiatives to educate faculty and staff on military and veteran issues as they relate to higher education, particularly the challenges of transition for military-affiliated students. Foster a "user friendly" environment for service members, veterans, dependents, and survivors, and assist in the location of financial, cultural, and social support services. 	5%
<ul style="list-style-type: none"> Handle special projects and other duties as assigned by the Executive Director. 	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description