



**Connecticut State Community College  
Job Description  
Veterans Coordinator / Veterans Certifying Official**

**Salary Level:**  
**CCP 15 (Subject to Willis)**

**Date Approved/Revised:**  
**12/29/22**

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**POSITION PURPOSE:**

Under the direction of the Director of Veterans Affairs/Chief Certifying Officer, the Veterans Coordinator/Veterans Certifying Official provides services to active-duty military, military veterans and dependents which includes the administration of veteran's educational benefits and tuition waivers and assists with ensuring compliance with all state and federal reporting requirements for the Connecticut State Community College.

**SUPERVISORY AND OTHER RELATIONSHIPS:**

This position reports directly to the Director of Veterans Affairs/Chief Certifying Officer. This position may supervise student workers as needed.

**EXAMPLES OF DUTIES:**

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Provide direct services to active-duty military, military veterans and dependents including the administration of veteran's educational benefits and tuitions waivers;
- Coordinate specialized intake and orientation for active-duty and military veterans.
- Review, process and submit paperwork for Connecticut State Veterans Tuition Waiver.
- Review, certify, and process federal veterans' educational benefits using required online reporting system VAONCE.
- Assists with ensuring campus compliance with all state and federal reporting requirements.
- Maintain electronic file system with all relevant paperwork.
- Partner with Admissions and Academic Affairs to support prior learning assessments and military credit transfers for active-duty and military veterans.
- Updates and informs Enrollment Management & Student Affairs staff and faculty on specific guidelines regarding veterans and active military personnel.
- May refer active-duty and military veterans to academic and holistic support services.
- Coordinate presentations and seminars based on emerging needs in the active-duty and military veteran populations.
- Maintain a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
- May involve occasional evening or weekend work to support operational needs.

## **PROFESSIONAL PARTICIPATION AND DEVELOPMENT**

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

## **QUALIFICATIONS:**

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and student. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.)

Incumbents are required to have demonstrated experience, advanced knowledge and abilities in the following:

- Proven ability and experience maintaining compliance with all state and federal regulations governing the administration of education benefits for military veterans.
- Prior military service or working with this population, preferred

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in an appropriately related field together with one to four years of related experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

## **WORK ENVIRONMENT**

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.