



GROSSMONT-CUYAMACA
COMMUNITY COLLEGE DISTRICT

CLASSIFICATION DESCRIPTION

TITLE:	Veterans Services Specialist	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Student Services	CLASSIFICATION:	Classified
OCCUPATIONAL GROUP:	Paraprofessional	BARGAINING UNIT/ SALARY SCHEDULE:	CSEA
FLSA:	Non-Exempt	SALARY RANGE:	32

BASIC FUNCTION:

Under the direction of the Veterans Center Supervisor within Counseling Services, perform complex and technical duties involving the interpretation and application of federal, state and institutional regulations related to Veterans Affairs (VA) educational benefits. Serve as a School Certifying Official (SCO) responsible for the accurate certification, reporting and monitoring of VA educational benefits in compliance with all VA and State Approving Agency requirements. Provide specialized support, case management, outreach, and guidance to veteran and military-affiliated students; act as a liaison between the College, the U.S. Department of Veterans Affairs, the California State Approving Agency, and community partners; and support the daily operations and activities of the Veterans Resource Center.

REPRESENTATIVE DUTIES:

(Incumbents may perform any combination of the functions shown below. This classification description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

ESSENTIAL FUNCTIONS:

1. Serve as the VA School Certifying Official responsible for compliance with all VA regulations as outlined in the VA SCO Handbook; monitor updates, attend training, and consult with VA and State Approving Agency officials as needed.
2. Maintain active status and official eligibility as a VA School Certifying Official by completing required annual federal and state continuing education, training, and recertification modules.
3. Certify student enrollment, tuition, and fees; review educational plans and verify course applicability in accordance with VA program requirements; enter enrollment and benefit data into student systems and VA Enrollment Manager.
4. Submit amendments, adjustments, verifications, and terminations to VA when changes occur to student enrollment, academic standing, or eligibility.
5. Monitor academic progress, probation/dismissal status, and course repeats to ensure compliance with VA regulations and institutional requirements.

6. Maintain complete and accurate VA student records; prepare files for periodic VA Compliance Surveys, audits, and required reporting.
7. Provide information and assistance to students, staff, and the public regarding veteran's services, enrollment, benefit applications, and certification procedures. Explain complex rules and regulations clearly and accurately.
8. Assist students in completing VA forms, gathering required documentation, and resolving certification or payment issues; refer students to Counseling, Financial Aid, Disabled Student Programs and Services (DSPS), or other services as appropriate.
9. Track and reconcile VA tuition and fee payments; collaborate with Cashiers and Financial Aid on billing discrepancies, refunds, debts, or overpayments; process necessary adjustments.
10. Process and track Chapter 31 (Veteran Readiness and Employment) authorizations; collaborate with Cashiers and Business Services to coordinate third-party billing, fee waivers, and required student documentation.
11. Coordinate and track Prior Credit Evaluations (PCE) in partnership with Evaluations; submit necessary requests, confirm receipt of all transcripts, and ensure prior credit is appropriately reviewed and documented as required by VA regulations.
12. Assist military-affiliated students in requesting Joint Services Transcripts (JST) and Community College of the Air Force (CCAF) transcripts; liaise with the Evaluations department to facilitate the review of military credit and with Admissions and Records to support other admissions and record-related services in accordance with state guidelines.
13. Maintain Veterans Resource Center (VRC) resources, assist in Veterans Center operations, and support veteran focused activities, events, workshops, and outreach efforts.
14. Serve as the point of contact and coordinator for the federal VA Work-Study program; process student applications, assign tasks, monitor contract hours, maintain federal time records, and ensure program compliance with U.S. Department of Veterans Affairs regulations.
15. Prepare reports, maintain logs, and compile statistical data related to veteran student enrollment and benefit usage for institutional and external reporting.
16. Communicate with Information Systems to extract required reports and ensure accurate data processing.
17. Conduct and prepare documentation for annual VA Compliance Surveys with the U.S. Department of Veterans Affairs and the California State Approving Agency, ensuring audit readiness and regulatory compliance.
18. Monitor VA-mandated academic probation and dismissal processes and ensure timely reporting and student notification in accordance with VA regulations.
19. Document all student contacts, interactions, and decisions in VA student files for audit and compliance purposes.
20. Support in the coordination, planning, and assisting in Veterans Resource Center events, such as Veterans Day, Memorial Day ceremonies, student workshops, orientations, and outreach events.

21. Represent the Veterans Resource Center and the College at regional SCO meetings, VA trainings, Veterans Program Administrators of California (VPAC) events, and other veteran serving community engagements.
22. Develop, update, and distribute outreach materials such as brochures, flyers, handbooks, and presentations for military-affiliated students.
23. Support the daily operation of the Veterans Resource Center; ensure the center is open, staffed, and functioning; assist students using the resource center; and ensure equipment, technology, and workstations are maintained.

SECONDARY FUNCTIONS:

24. Train and provide work direction to VA work-study students and hourly staff; assign tasks, monitor progress, and ensure adherence to procedures.
25. Maintain departmental area(s) in a safe, clean, and orderly condition; assure compliance with established safety procedures and regulations.
26. Maintain currency of qualifications for area of assignment.
27. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

School Certifying Official (SCO) regulations, Family Educational Rights and Privacy Act (FERPA), student records, military transcripts, data systems, and modern office practices.

Ability to interpret regulations, analyze records, maintain documentation, train others, work independently, and communicate effectively.

State and federal admissions and records laws, regulations, functions and activities. California Education Code Regulations and California Administrative Code and Title 5.

Modern federal and state reporting databases and platforms, including VA Enrollment Manager, ONCE, and the California Department of Veterans Affairs (CalVet) portal.

Joint Services Transcript (JST) and Community College of the Air Force (CCAF) formats, and applicable state regulations regarding credit for prior military learning.

Data processing methods, techniques, procedures, and theory.

Record keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Modern office practices, procedures and equipment including telephone techniques and etiquette.

VA State Approving Agency policies, procedures, and compliance standards.

Methods and techniques of interviewing, advising, and supporting veteran and military-affiliated students.

Public speaking, workshop facilitation, and student outreach techniques.

Understand and communicate college admissions and registration regulations and procedures to the public.

Read, interpret, apply, and explain complex rules, regulations, policies, and procedures. Communicate effectively both orally and in writing.

ABILITY TO:

Understand and follow oral and written directions.

Train and provide work direction to others.

Work independently with little direction; meet schedules and timelines.

Establish and maintain cooperative and effective working relationships with others. Maintain records and prepare reports.

Operate a personal computer including various software packages to enter and retrieve data using keyboarding skills in an efficient and effective manner consistent with requirements of the position.

Maintain professionalism and use of tact, discretion, courtesy, and patience when assisting students who may be frustrated, distressed, or experiencing challenges during the transition to academic life.

Effectively present information, speak publicly, and represent the Veterans Resource Center at events and meetings.

Exercise tact, sound judgment, and de-escalation techniques when assisting military-affiliated students who may be experiencing challenges during their transition to academic life; effectively refer students to campus counseling, accessibility services, or external veteran support agencies.

Work directly with people from diverse racial, ethnic, and socioeconomic backgrounds.

Cultivate and develop inclusive and equitable working relationships with students, faculty, staff, and community members.

Understand cultural differences.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Any combination of training and experience equivalent to:

An Associate degree or equivalent (60 semester units of college-level coursework) and one (1) year of experience in admissions, records, financial aid, veterans' services, or related student services work.

Experience as a VA School Certifying Official (SCO) or providing administrative support in a military setting or with military populations is highly desirable.

WORKING CONDITIONS:

Subject to reasonable accommodation review.

Veterans Resource Center or office environment; frequent interaction with students, faculty, staff, and the public.

Subject to constant interruptions; work may involve occasional bending, stooping, or lifting of files.

Extended periods working at a computer; may require occasional evening or weekend hours to support programming or meet regulatory deadlines.

Job Code:

Issued: 08/2026

Revised:

JK