The College Connection Advisor/Veterans Affairs Coordinator is the College’s first point of contact to provide services and coordinate resources for Veterans while assuring compliance with federal, state and College directives in relation to veteran/dependent US Department of Veterans Affairs (DVA) educational benefits. He/she works with college faculty and other community college and university counselors to remain current with transferability of courses, majors, and admissions requirements. Major responsibilities include working with other student/outreach services staff, and the faculty to assist students, provides assistance and support with orientations, and performs other duties to ensure the student success.

GENERAL STATEMENT OF DUTIES:

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations that the essential functions of the job can be performed

MAJOR RESPONSIBILITIES:

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned

Required

- Provide students with admission and registration requirements for NTCC as well as transfer institutions
- Provide students with degree plans that meet their short-term as well as long-term educational and career objectives and assist them in developing their class schedules
- Provide academic and personal guidance/advising and referral services to students
- Assist in the coordination and implementation of orientation activities
- Maintain knowledge of Texas Success Initiative (TSI) guidelines, NTCC program requirements, and act as liaison between students and faculty
- Assist the Director and other Student/Outreach Services professionals in carrying out activities that support the mission of the department and the college
- Serve on committees as assigned by the Director of College Connection, Vice President for Student and Outreach Services, and President
- Manages and monitors the daily operations of Veterans Affairs services
- Manages the daily flow of direct services to veterans
- Serves as a liaison for Veterans with other academic advisors, and provides assistance in resolving problems in relation to veteran student issues
- Maintains compliance with federal and state regulations and submits reports to state and federal entities as required
- Verifies student enrollments, certifies eligibility status, and counsels students
- Coordinates the necessary actions with the DVA Regional Office to facilitate the enrollment of disabled veterans under the Vocational Rehabilitation Program
- Coordinates the process for clearing students in overpayment status with DVA
- Provides academic advising to Veteran students who are eligible to receive DVA Educational Benefits, and ensures compliance with unique DVA policies and requirements

**POSITION CHARACTERISTICS:**

- Maintain an established work schedule
- Effective use of interpersonal and communications skills including tact and diplomacy
- Effective organization and planning skills
- Effectively manage the flow of services to Veterans
- Maintaining compliance with state and federal Veterans educational benefits
- Verifying student enrollments, certifying eligibility status, and academic advising of students
- Assist with all other duties and responsibilities of an academic advisor

**Must possess required knowledge and be able to explain the following:**

1. US Department of Veterans Affairs (DVA) Educational Benefits
2. Federal and state regulations pertaining to educational benefits
3. Enrollment processes for disabled veterans under the Vocational Rehabilitation Program
4. Knowledge to advise academic advising to veterans students
MINIMUM QUALIFICATIONS:

- Experience in college student services setting
- Experience working with Veteran populations
- Bachelor’s degree in a related field
- Demonstration of proficiency in using the POISE system

Signatures:

_____________________________________________  __________________________
Advisor/Veterans Affairs Coordinator  Date

_____________________________________________  __________________________
Director of College Connection  Date

_____________________________________________  __________________________
Vice President for Student and Outreach Services  Date

_____________________________________________  __________________________
President  Date