



Classification Description

Job Title: Manager, Veterans and Military Services **Pay Grade:** 116

Job Code: 4323 **FLSA Status:** Exempt

Job Purpose

This is responsible and specialized work coordinating the functions of the Office of Veterans and Military Services ensuring all veterans, active duty service members, and eligible dependents are provided with accurate and timely information and receive the highest level of customer service. Reporting directly to the Student Financial Services Associate Director, Compliance and Training. This position supports students in all aspects of their journey at FSW from admission to graduation. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

All staff in the Veteran and Military Services Office are expected to serve students in a manner that prepares students for success.

Provides accurate and professional service to students and others seeking information regarding Veteran benefits.

Coordinates the customer service functions of the Office of Veterans and Military Services ensuring all constituencies receive the highest level of customer service. Serves as an advocate for veterans, active duty service members, and eligible dependent students.

Collaborates with other College departments to ensure the accurate and timely exchange of information to encourage cross functional support of the Office of Veterans and Military Services students.

Supervises the VA education benefit certification process. Develops practices to ensure accurate reporting and adherence to VA rules and regulations. Acts as VA Certifying Official, as needed.

Supervises the Veterans and Military Services Specialist employees.

Hires, trains, evaluates, and provides direction to Veterans and Military Services Specialist team members.

Oversees the preparation/review of files, ensuring accuracy and gathering additional documents for annual VA/State Approving Agency Compliance Survey visit.

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Responsible for Office of Veterans and Military Services continued compliancy with VA and Department of Defense (DoD) programs. Remains current with regulatory changes and reviews FSW practices and procedures to ensure compliance with local, state and federal regulations for area of responsibility.

Oversees the production of all required documentation for annual submission of the College Catalog to the State Approving Agency to ensure continued designation as a VA Education Benefit 'Approved Institution'.

Designated point of contact for active duty service members. Directs students to Education Service Officer (ESO), military counselor, or Service to receive approval for Federal Tuition Assistance (TA).

Provides service members with information regarding Federal Financial Aid counseling, FSW scholarship opportunities, and VA education benefits. Works with service members to ensure access to specialized support across campus in regards to academic and career counseling, disability counseling (Office of Adaptive Services), and other student support services, such as Academic Support and College Tutoring.

Serves as FSW's DoD Memorandum of Understanding (MOU) Compliance Point of Contact, coordinates cross department activities to ensure compliance with regulations, and updates DoD MOU with changes as required by agreement. Coordinates periodic renewal process.

Researches and provides resolutions to complex/non-standard VA Education Benefit queries.

Provides relevant and accurate information in person, by electronic means and by telephone to all inquiries.

Oversees reporting of student program graduations and unsatisfactory standards of progress to VA in a timely manner.

Posts all Chapter 33 tuition payments to individual student accounts and completes monthly reconciliation.

Researches student accounts to determine if credit balance due to VA payment can be refunded.

Works with the Bursar's office to resolve veteran student account queries.

Researches all VA debt letters received by the College, applying debt to correct student account where appropriate. Processes Return to VA (RTVA) check requests.

Administers the VA Work Study Program, ensures FSW's continued approval as a VA Work Study site and acts as VA Work Study Site Supervisor. Evaluates applicants for eligibility for the program and suitability for role and processes applications for VA Work Study. Trains, assigns tasks, supervises, tracks hours worked to ensure compliance with agreement limits. Submits timesheets to the VA for payment and maintains accurate records.

Represents Office of Veterans and Military Services at various school and local events.

Responsible for the accuracy of the Office of Veterans and Military Services website, updating information/links, as necessary.

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Oversees the department's records ensuring accuracy and security of student information/files.

Determines correct data retention schedule and purges files as appropriate.

Provides accurate and professional service to students and others seeking information regarding the College's financial aid, admissions, registration, and enrollment processes.

Remains current in knowledge of and provides accurate information to students and staff related to Veterans Affairs Education benefits, Federal Tuition Assistance, Federal Pell Grant, Florida grants and scholarships, Federal Work Study, scholarships, Federal Supplemental Educational Opportunity Grant (FSEOG), student loans and federal, state, and College rules and regulations related to financial aid.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Four (4) years of full-time professional work experience in Veterans' Affairs, financial aid or related higher education field. An appropriate combination of education and experience may be substituted.

Ability to independently travel to other locations for College business.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.

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- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: October 23, 2024.