



Classification Description

Job Title: Director, Veterans and Military Services

Pay Grade: 117

Job Code: 4764

FLSA Status: Exempt

Job Purpose

The Director of Veterans and Military Services performs specialized, responsible work in coordinating the operations of Veterans and Military Services. This role ensures that veterans, active-duty service members, and eligible dependents, and their families, receive accurate, timely information and exceptional customer service.

Reporting directly to the Associate Vice President of Student Life, this position provides comprehensive support to students throughout their entire journey at FSW—from admission through graduation.

The Director of Veterans and Military Services serves as a part of the Senior Leadership Team in Student Life and collaborates with their team to support and be involved in implementing in Student Life events, retreats, and trainings.

The role is integral to fostering a student-centered, high-performance culture that prioritizes service excellence, quality, productivity, and adherence to institutional standards.

General Responsibilities

Essential Functions

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

In cooperation with appropriate College leadership, assists with developing and implementing quality improvement initiatives and other administrative directives, as requested.

Guides and supports the services of the department of Veterans and Military Services to make sure students and their families receive the best possible assistance. Acts as a dedicated advocate for veterans, active-duty service members, and eligible dependents throughout their college journey.

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

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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.

Hires, supervises, trains, evaluates, and provides direction to Veterans and Military Services staff.

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

Responsible for Veteran and Military Services continued compliance 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.

Manages 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.'

Serves as the 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 regarding academic and career counseling, disability counseling (Care & Adaptive Services), and other student support services.

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.

Manages 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.

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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, and tracks hours worked to ensure compliance with agreement limits. Submits timesheets to the VA for payment and maintains accurate records.

Represents Veteran and Military Services at various school and local events.

Plans, organizes, and administers programs and training initiatives in collaboration with the Veterans and Military Services and Student Life teams to support student veterans and their families. Responsible for the accuracy of the Veterans and Military Services website, updating information and links, as necessary.

Directs the management of departmental records with a focus on accuracy, compliance, and safeguarding veteran's student information.

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.

Collaborates with campus partners to strengthen support services and initiatives for student veterans and their families.

Works closely with Care & Adaptive Services to provide training and resources that enhance staff and student understanding of veteran needs (e.g., Green Zone Training).

Partners with Student Life and other departments to promote a coordinated, student-centered approach to veteran success.

Works closely with Student Transitions to support veterans during Becoming a Buc and New Student Orientation.

Participates in an on-call rotation, as needed with other Senior Leadership Team members, to respond to urgent student concerns and provide timely support.

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 to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

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Knowledge, Skills, and Abilities

Minimum Qualifications

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

Three (3) years of full-time professional work experience in Veterans Affairs, 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.
- 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.

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- 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: September 26, 2025.