



## Classification Description

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**Job Title:** Coordinator, Veterans and Military Services

**Pay Grade:** 112

**Job Code:** 3881

**FLSA Status:** Exempt

### **Job Purpose**

This is responsible and specialized work coordinating the functions of the Office of Veterans and Military Services, ensuring that 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 to the Assistant Director of Veterans and Military Services, the Coordinator of Veterans and Military Services 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 Office of Student Life, which includes staff within the Office of Veterans and Military Services, are expected to serve students in a manner that prepares students for success. Student Life staff will engage in outreach via email communication, call campaigns, and other proactive measures to ensure students are well-informed of campus resources and opportunities.

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

Coordinates the customer service functions of the Office of Veterans and Military Services to ensure that 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 Office of Veterans and Military Services students.

Must become a fully trained VA Certifying Official within one (1) year of the start date.

Processes, approves, and certifies enrollment information submitted to the VA. Responsible for the successful implementation of the FSW Deferment Process. Develops practices to ensure accurate reporting and adherence to VA rules and regulations.

## COORDINATOR, VETERANS AND MILITARY SERVICES

Supervises, evaluates, and provides direction to Veterans and Military Services Specialists. Responsible for the Office of Veterans 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 related to the area of responsibility.

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

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

Designated as the point of contact for active-duty service members. Directs students to Education Service Officer (ESO), military counselor, or their 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 (the Office of Adaptive Services), and other student support services, such as Academic Support and Peer Tutoring.

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

Researches and provides resolutions to complex or non-standard VA Education Benefit inquiries.

Provides relevant and accurate information in person, electronically, and by telephone in response to all inquiries.

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

Posts all Chapter 33 tuition payments to individual student accounts and completes a 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 inquiries.

Researches all VA debt letters received by the College, applying the debt to the 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 serving as the VA Work Study Site Supervisor. Evaluates applicants for eligibility for the program and suitability for the 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.

## COORDINATOR, VETERANS AND MILITARY SERVICES

Represents FSW's 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 and links as necessary.

Oversees departmental records, ensuring the accuracy and security of student information and files. Determines the correct data retention schedule and purges files as appropriate.

Remains current on 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, federal, state, and College rules and regulations related to financial aid.

Maintains an on-site presence at the Lee Campus to oversee the daily operations of the Veterans Services Center during standard business hours (Monday through Friday, 8:30 a.m. to 4:30 p.m.).

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.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited College or University in a related field.

Three (3) 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 be a fully trained VA Certifying Official within one (1) year of the start date.

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.

## COORDINATOR, VETERANS AND MILITARY SERVICES

- 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 in 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 knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manuals 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 communicate and collaborate 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: February 21, 2020. Revised: January 27, 2022; March 1, 2022; July 1, 2023; October 10, 2025; and March 5, 2026.