



## Classification Description

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**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 member of the Senior Leadership Team in Student Life and collaborates with Student Life staff to support and be involved in implementing Student Life events, retreats, and training.

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 strategic vision, leadership, and oversight for Veterans and Military Services, ensuring programs, services, and initiatives align with institutional goals and best practices in supporting military-affiliated students and their families.

Ensures compliance with federal, state, and institutional regulations related to veteran and military educational benefits. Develops and implements policies and procedures that promote accountability, efficiency, and student success.

Develops, coordinates, and facilitates Green Zone training across all FSW campuses to enhance campus awareness and support for military-affiliated students.

Designs, implements, and oversees Military Mentorship Programs serving students across all FSW campuses.

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Provides leadership and support to Veteran and Military Services staff in advising and guiding TASC, the student organization supporting veteran and military-affiliated students.

Collaborates with Veterans Services and Military staff to develop and deliver educational opportunities and programming that support veteran and military-affiliated students across all FSW campuses. Promotes awareness of available resources, fosters engagement, and ensures inclusive support services that address the unique needs of this student population.

Cultivates partnerships with campus departments, community organizations, and military-affiliated agencies to enhance resources, referral networks, and support services for veteran and military students.

Serves as a Case Administrator for Conduct and Academic Integrity cases as needed, ensuring fair, timely, and consistent resolution in accordance with institutional policies and procedures.

Participates in a rotating on-call schedule, responding promptly to incidents and providing appropriate support and guidance. Ensures timely and accurate communication with the Associate Vice President and other relevant stakeholders. Completes all required Maxient reports and related documentation for on-call incidents in a timely and professional manner, in accordance with institutional protocols.

Serves as an active member of the Care Team, contributing to student support and intervention efforts.

Supports Student Life events, programs, and trainings through planning, participation, and collaboration. Serves on the Senior Leadership Team, modeling professionalism, accountability, and a commitment to the mission and values of Student Life for all staff.

Serves as an active member of the Senior Leadership Team, contributing to institutional decision-making, modeling professionalism and ethical leadership, and advancing the mission and values of Student Life across all campuses.

Guides and supports 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 students utilizing Veterans and Military Services.

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.

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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 the 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 Services 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, including academic advising, career counseling, disability 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 as required, and coordinates periodic renewal process.

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

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

Manages reporting of student graduations and unsatisfactory academic progress to the VA in a timely manner.

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

Researches student accounts to determine whether credit balances resulting from VA payment may be refunded.

Works with the Bursar's Office to resolve veteran student account inquiries.

Researches all VA debt letters received by the College, applies debt to the appropriate student account when necessary, and 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 serves as the VA Work Study Site Supervisor. Evaluates applicants for eligibility and suitability, processes applications, trains participants, assigns tasks, supervises activities, tracks hours worked to ensure compliance with program limits, submits timesheets to the VA for payment, and maintains accurate records.

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

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Plans, organizes, and administers programs and training initiatives in collaboration with Veterans and Military Services and Student Life teams to support student veterans and their families.

Maintains responsibility 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 student information.

Determines the appropriate records retention schedule and purges files in accordance with applicable requirements.

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

Maintains current knowledge of and provides accurate information regarding Veterans Affairs education benefits, Federal Tuition Assistance, Federal Pell Grant, Florida grants, 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 and Adaptive Services to provide training and resources that enhance staff and student understanding of veteran and military-affiliated students and families and their unique needs.

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.

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**

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.

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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.
- 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.

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**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. Revised: June 1, 2026.