



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 provides leadership and oversight for the coordination and delivery of services to veterans, active-duty service members, and eligible dependents. This position ensures these students and their families receive accurate, timely information and responsive, high-quality customer service.

Reporting to the Director of Financial Aid, this position supports military-affiliated students throughout their time at FSW, from admission through graduation.

The Director of Veterans and Military Services serves as a member of the leadership team in the Office of Financial Aid and Office of Veterans and Military Services.

The position supports a student-centered culture that emphasizes 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 that programs, services, and initiatives align with College goals and effective practices for supporting military-affiliated students and their families.

Ensures compliance with federal, state, and institutional requirements related to veterans' and military education benefits. Develops and implements policies and procedures that promote accountability, efficiency, and student success.

Develops, coordinates, and delivers Green Zone training across FSW campuses to increase awareness of and support for military-affiliated students.

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

Provides leadership and support to Veteran and Military Services staff who advise and guide TASC, the student organization serving veterans and military-affiliated students.

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

Builds partnerships with campus departments, community organizations, and military-affiliated agencies to expand resources, referral networks, and support services for veterans and military-affiliated students.

Guides the Veterans and Military Services department in providing effective assistance to students and their families and advocates for veterans, active-duty service members, and eligible dependents throughout their college experience.

Collaborates with College departments to support the accurate and timely exchange of information and to encourage cross-functional support for students utilizing Veterans and Military Services.

Oversees the VA education benefit certification process and develops practices to ensure accurate reporting and compliance with VA rules and regulations. Serves as the VA Certifying Official, as needed.

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

Coordinates the preparation and review of records for the annual VA/State Approving Agency Compliance Survey visit, ensuring accuracy and obtaining any required supporting documentation.

Ensures the department's ongoing compliance with VA and Department of Defense (DoD) programs. Monitors regulatory changes and reviews departmental practices and procedures to ensure compliance with applicable local, state, and federal requirements.

Manages documentation required for the annual submission of the College Catalog to the State Approving Agency to maintain the College's status as an approved institution for VA education benefits.

Serves as the designated point of contact for active-duty service members and directs them to an Education Services Officer (ESO), military counselor, or other appropriate military representative for approval of Federal Tuition Assistance (TA).

Provides service members with information about federal financial aid counseling, FSW scholarship opportunities, and VA education benefits. Coordinates access to campus support services, including academic advising, career counseling, disability services, and other student resources.

Serves as FSW's DoD Memorandum of Understanding (MOU) Compliance Point of Contact. Coordinates activities across departments to support compliance, updates the MOU as required, and coordinates its periodic renewal.

Researches and resolves complex or nonstandard inquiries regarding VA education benefits.

Responds to inquiries in person, electronically, and by telephone, providing accurate and relevant information.

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Manages reporting of student graduations and unsatisfactory academic progress to the VA within required time frames.

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

Reviews student accounts to determine whether credit balances resulting from VA payments are eligible for refunds.

Works with the Bursar's Office to resolve inquiries regarding veterans' student accounts.

Reviews VA debt letters received by the College, applies debts to the appropriate student accounts when necessary, and processes Return to VA (RTVA) check requests.

Administers the VA Work-Study Program and maintains FSW's approval as a work-study site. Serves as the site supervisor; evaluates applicant eligibility and suitability; processes applications; trains participants; assigns tasks; supervises activities; tracks hours to ensure compliance with program limits; submits timesheets to the VA for payment; and maintains accurate records.

Represents Veterans and Military Services at College and community events.

Plans, organizes, and administers programs and training initiatives to support student veterans and their families.

Maintains the Veterans and Military Services website, ensuring that information and links are accurate and current.

Oversees departmental records to ensure accuracy, regulatory compliance, and protection of student information.

Applies the appropriate records-retention schedule and disposes of records in accordance with applicable requirements.

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

Maintains current knowledge of and provides accurate information regarding VA education benefits, Federal Tuition Assistance, federal and state grants, Federal Work-Study, scholarships, the Federal Supplemental Educational Opportunity Grant (FSEOG), student loans, and applicable federal, state, and College requirements related to financial aid.

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

Works with Care and Adaptive Services to provide training and resources that improve staff members' and students' understanding of the needs of veterans, military-affiliated students, and their families.

Partners with other departments to promote a coordinated, student-centered approach to veterans' success.

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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.

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 work effectively with individuals from a variety of backgrounds and perspectives.

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.

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- 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 and respect in interactions with individuals with varying perspectives, experiences, 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, and 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, and October 12, 2026.