

CLASSIFICATION SPECIFICATION

Veterans Advocacy Specialist

FT/PT Class Code: 3112, 3612 Pay Grade: B/C 19 FLSA Exempt Est. 11/13/17

SUMMARY STATEMENT: The incumbent assists with the day-to-day operations of the Veterans Resource Center by addressing the needs of veteran affairs students. The incumbent communicates and collaborates with the director of military and veteran services, student affairs staff, faculty and administrators to promote and implement veteran student retention and success efforts. The incumbent serves as an additional student veteran advocate and resource to academic counselors and Veterans Inspiring Progress (VIP) leaders.

NATURE AND SCOPE:

The incumbent will report to the dean of student affairs. Typical contacts include veteran affairs students, administrators, veteran service organizations and individuals whose work affects the lives of military and veteran students and staff.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of accountabilities listed below:

1. Serves as a resource for the director of military and veteran services, student affairs staff, faculty, administrators, academic counselors and Veterans Inspiring Progress (VIP) leaders to promote and implement veteran student retention and success efforts. Provides advisement regarding best practices in veteran services.
2. Represents the college and campus in the community regarding veterans advocacy and student transition.
3. Assists Veterans Resource Center staff in assessing and meeting the needs of students and referring students to appropriate services and resources.
4. Provides courteous point of service communication with veteran affairs students, faculty, and staff.
5. Appropriately responds to phone, email or in-person inquiries and support requests from veteran affairs students, visitors, and staff.
6. Provides guidance to veteran affairs students regarding transition and career issues.
7. Assists with developing activities to create a community among veteran students in order to maintain Delaware Tech's "military-friendly" designation.
8. Maintain knowledge of up-to-date research and publications related to veteran student populations.

PRINCIPAL ACCOUNTABILITIES, cont'd:

9. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of federal and state laws and guidelines for veteran and military students.
- ◇ Knowledge of word processing and presentation software (e.g. Microsoft Word and PowerPoint).
- ◇ Knowledge of the transitional and educational issues that apply to veteran and military students.
- ◇ Ability to effectively communicate and relate to a diverse population in a multicultural environment.
- ◇ Ability to prioritize work tasks and efficiently allocate and manage time.
- ◇ Ability to establish good working relationships with a variety of individuals and organizations and to facilitate inter-organizational cooperation.
- ◇ Ability to quickly learn college organization and applicable operations, policies, and procedures.
- ◇ Strong interpersonal, communication, and organizational skills.

MINIMUM QUALIFICATIONS:

- ◇ Bachelor's degree in a relevant field and four (4) years of relevant experience to include experience working with veteran's educational benefits or equivalent combination of education and experience. Preference will be given to veterans or applicants with experience working in a military environment and who possess familiarity with military operations as well as the higher education environment.