



Santa Clarita Community College District
Job Description

VA Work-Study Veteran Peer Support
A VA Work-study Position

OVERALL RESPONSIBILITY:

Under the direction and supervision of the Director, Veteran Resource Center, performs student support duties and specialized clerical tasks and routine information to the public. Assists department staff in a variety of functions including, but not limited to, greeting, answering phones, scheduling appointments, clerical support, providing information how to apply to College of the Canyons, how to complete the matriculation steps, registration information, student services, VA Education and Education Benefits. Maybe assigned specialized tasks using computer applications software. This position is directly responsible for performing day-to-day operation of veteran's education benefits program. Work-Studies must provide excellent student service and VA Education Benefit advisement. Performs other duties as assigned.

ESSENTIAL DUTIES:

1. Responsible for greeting, assisting and directing students, District staff and the public in person and on the telephone, maintaining a friendly and supportive atmosphere for students, faculty, staff and all office visitors.
2. Answers phone and routine inquiries from the general public. Takes and transmits messages. Updates phone messages as needed. Acts as information center for general public and maintains a directory of information.
3. Operates office equipment (computer, copier and fax machine, etc.) Receives, notifies appropriate staff and distributes incoming faxes; assists in sending out faxes on an "as needed" basis.
4. Data input and database scheduling for the Veteran Resource Center and Adjunct and Full-time counselors.
5. Organizes and maintains conference area, study hall area, computer lab area and stocking supplies as needed.
6. Facilitates student veteran education / vocational benefits advisement, orientations and workshops for all new and continuing students. Assists Director, Veteran Resource Center with special projects, office functions, and other related events as directed.

7. Provide students with the appropriate level of support in the computer lab. Assist students on how to apply for admissions to COC, provide matriculation information, and registration assistance to include (using My Canyons) and assistance with navigating College of the Canyons website, the GI Bill Web Site and navigate veterans and my canyons online. Assist Veteran students with basic information regarding VA Education Benefits and Vocational Rehabilitation Benefits, assist Veterans with applying for benefits and scheduling required appointments.
8. Performs other duties as assigned.

ABILITY TO:

- Effectively and efficiently operate a telephone and deal courteously with the public.
- Speak in a pleasant voice and have a neat appearance.
- Understand and carry out oral and written directions.
- Perform a variety of routine clerical work. Type with speed and accuracy.
- Deal with the public and the general educational community in a tactful and courteous manner.
- Establish and maintain cooperative working relationships.
- Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and community.

QUALIFICATIONS:

Experience:

Some receptionist and office experience desired, will train. Ability to use Microsoft Outlook, Word and Excel. Ability to use a personal computer, navigate the internet and learn new computer programs.

Education:

Equivalent to the completion of the twelfth grade, supplemented by coursework or training in typing and general office procedures and practices.

PHYSICAL CHARACTERISTICS:

Position requires sitting and viewing a computer monitor for extended periods of time; dexterity of hands and fingers to operate a typewriter and computer keyboard; reaching, bending and stooping; frequently exert 10 to 20 pounds of force to lift, carry, push, pull or otherwise move objects; hearing and speaking to communicate and provide information to others; vision to read printed materials and computer monitor.

SALARY:

Minimum Wage Basic Rate (California)

Must be eligible and in use of VA Education benefits at least the ¾ time rate.