Student Services Coordinator II
(Veterans Resource Center)

A Full-Time Classified Represented Position

Position Number: CLA15-160

Review Date: March 22, 2016

POSITION DESCRIPTION
Reporting to and under the supervision of the Director of Veterans Resource Center; responsible for coordinating the daily operation and activities, as well as planning, coordination, and implementation, of Veterans Resource Center programs and services. Serves as a technical expert for all Veteran services. This position should be well-versed in correspondence; record keeping; understanding the state reporting requirements and state mandates; problem solving; completing of specific veteran service related projects; knowledge of the matriculation process to admit and register students. Performs specialized tasks using computer application software; creating reports and processes; measuring outcomes; proposing written policies and developing procedural changes; advising students, staff, faculty, and interfacing with other governmental and community agencies. Contributes to the creation and maintenance of department related programs. Assures compliance with state and federal regulations, policies, and procedures. This position is directly responsible for performing day-to-day operations of the Veterans Resource Center. In the absence of the director, provides direction to staff and leads meetings. This position must provide excellent student service and VA Education Benefit advisement. Performs other related duties as assigned.

ESSENTIAL DUTIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Directs the routine activities of the Veterans Resource Center in the absence of the Director. Works closely with the Director and in conjunction with all Veterans Resource Program staff, to ensure the smooth functioning of the daily operation, planning, coordination, and implementation of office programs, activities, and services.

2. Serves as the Veterans Resource Center technical expert and as a liaison between veteran students and the COC Student Services for students; faculty; and the community. Collaborates with essential student support services departments, including but not limited to, Admissions & Records, Student Business Office, Financial Aid, Counseling, The Learning Center and MESA (Mathematics, Engineering Science Achievement).

3. Performs complex technical functions, including maintenance and knowledge in all technical facets of Veterans Resource Center, activities, and services. Assesses student needs, troubleshoots, researches, and provides direction for appropriate services and resources. Screens students for readiness to meet with director.

4. Interprets, communicates and ensures compliance and proper application of complex district, state, federal regulations, laws, legal mandates, policies, rules, and guidelines to a variety of operational procedures. Complies with FERPA and protects PII (Personally Identifiable Information) and SPI (Sensitive Personal Information).

5. Assists with and provides input in the development of departmental Administrative Unit Outcomes (AUO’s).
6. Provides support for the development of contracts with state and federally funded agencies, workforce development, and educational support programs for Veterans Resource Center programs.

7. Prepares and maintains all office and student files and records relating to Veteran services programs in an accurate, secure and confidential manner.

8. Demonstrates professionalism, tact and poise in working with the faculty, staff, administrators, students, and community members, especially on matters of a confidential and sensitive nature.

9. Coordinates and executes activities pertaining to initial advisement, orientation, continuing student advisement and military friendly training. Advises veteran students regarding admissions process, matriculation, registration, financial aid, disabled student services, learning skills services, and applying for VA Education / Vocational Benefits. Provides guidance and training to staff members on proper advisement with current and accurate information assuring quality communication.

10. Creates new program processes and procedures related to new standards of VA benefits, reporting measurable outcomes, and coordinating responses to data and report requests. Reviews and interprets college cost summary sheet, including cost of attendance and anticipated financial aid assistance. Performs advisement to student veterans on financial aid shopping sheet. Acts as the point of contact for Veteran students regarding information and resources for financial aid applications including the FAFSA and the Board of Governors Fee Waiver.

11. Assists the Director with monitoring and updating of the department budget(s) and grants; assists in resolving budget issues and problems; processes expense reports, purchase requisitions, travel authorizations, reimbursements, and preparations, travel authorizations, reimbursements, and other financial related items. Reviews and provides regular budget reports to Director.

12. Compiles, inputs, updates, verifies, prepares and maintains information and statistical reports, runs queries, and reports measurable outcomes, and identifies data needs. Generates reports for District, state, and federal agencies. In collaboration with the Director, coordinates data collection to evaluate and support Veterans Resource programs and services. Utilizes district’s administrative software and or other computer applications to query the system for data; including information that may be of a privileged or sensitive nature.

13. Develops, executes and maintains the digital brand and effective online profile strategy for the Veterans Resource Center. Coordinates and produces content for the Veterans Resource Center digital channels, ranging from the website to social media and marketing products. Proposes, oversees, and executes social media, digital and email campaigns to support policy and advocacy goals of resources tailoring content as needed for individual products, audiences and channels. Ensures content meets institutional goals and standards. Maintains current knowledge of relevant Veterans Policy in support of producing and maintaining content for digital signage and department website.

14. Prepares and reviews correspondence, reports, and other forms of communication independently or in accordance with general instructions concerning a wide range of subjects requiring a thorough knowledge of departmental and college policies, regulations, and operational procedures. Takes minutes for various committees and prepares them in the appropriate format as required.

15. Maintains working relationships with Veterans Resource Center Partners, community advisory boards, county/local and outside agencies, and other educational institution about Veterans related programs and services. Provides information and ancillary services to students. Keeps abreast of changes to program and provides updates to the Director, department staff and faculty as directed.

16. Serves as departmental lead clerical support. Performs, directs, and coordinates routine clerical tasks including but not limited to preparation of meeting minutes, maintaining calendars, schedules, appointments, workshops, picking-up and distributing mail, receiving and storing supplies and materials, maintaining office inventory, answering and redirecting inquiries, tracking and maintaining student files and records, copying, and filing. Operates general office equipment, such as computers, copier, fax machine, shredder. Performs document imaging tasks as needed.

17. Coordinates, organizes, oversees and facilitates student veteran advisement, student veteran orientations and workshops for all new and continuing students.

18. Assists Director, Veterans Resource Center with special projects, office functions, and assists with and attends other related events as directed. Completes assigned projects in a professional and timely manner.

19. Coordinates, monitors, trains, and provides daily work directions to lower level classified staff, short-term employees and/or college assistants, as directed. Cross-trains and performs the essential duties of equal or lower level classifications/positions within the department, as needed. Serves as an information resource person to staff, students, the public, and other governmental/community agencies regarding Veteran Services information, policies, procedures, and practices.

20. Participates in staff meetings and attends specialized training as required.

21. Performs other related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES

Position requires knowledge of:

- District organization, operations, programs, policies and procedures.
- Veterans Administration rules and regulations.
- Modern office procedures, methods and equipment, including receptionist and telephone techniques.

http://www.canyons.edu/Offices/HumanResources
Position requires ability to:

- Assist students in program registration and enrollment.
- Advise students on programs and their application.
- Coordinate, organize and schedule administrative and clerical functions and activities.
- Learn, interpret, and apply related laws, regulations, guidelines, policies, and procedures. Develop and implement related policies and procedures.
- Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
- Prepare clear, complete and concise documents, forms and reports.
- Apply knowledge of modern office practices and equipment including automated word processing, record management and filing systems.
- Establish and maintain comprehensive and accurate files and records, prepare concise and complete reports as required.
- Maintain confidentiality related to students and any personnel information.
- Take responsibility and use professional judgment based on established guidelines and procedures.
- Work independently in the absence of supervision.
- Assume responsibility for routine department problems.
- Type with speed and accuracy using District computer information system, word processing, spreadsheet, database, and other business-related software; make arithmetical calculations in like manner.
- Communicate effectively both orally and in writing with a variety of people at all organizational levels in an academic environment.
- Understand and carry out oral and written directions.
- Establish and maintain cooperative working relationships with faculty, staff, trainees, and others connected in the performance of duties.
- Adapt to changing student and procedural requirements.

- Demonstrate excellent customer service skills and ability to multi-task in team-oriented environment.
- Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

MINIMUM QUALIFICATIONS

**Education:** Education equivalent to an Associate’s degree (60 semester units) from an accredited institution is required. Two years direct experience in addition to that identified above may be substituted for each one year (30 semester units) of college.

**Experience:** Two (2) years of full-time equivalent administrative/office support experience working in community colleges, universities, high schools, community agencies, or similar administrative/office support work involving programs or activities to assist the public OR two (2) years of work experience in veterans’ services, college financial aid, social services, or other related field OR a combination of the two equating to two (2) years of experience. Must be proficient in MS Office Suite software applications (Word, Excel, PowerPoint and Access).

DESIRABLE QUALIFICATIONS

- Possession of a Bachelor’s degree.
- Experience working in a Veteran Services program.
- Experience with Matriculation process.
- Experience with or knowledge of policies and procedures regarding Admissions & Records and other Student Services areas.
- Experience with or knowledge of District and Federal computer information systems and/or databases (such as Datatel and Veterans Administration).

SALARY PLACEMENT

Salary placement will be on **Range 30** of Classified Represented Salary Schedule B ($4,126 - $6,419 per month). **Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($4,126 / $4,376 / $4,617) of this 11-step salary range; step advancement is yearly up to step 7; with advancement to step 8 after two years at step 7. Employee must spend at least two years at Step 8 before moving to Step 9; three years at Step 9 before moving to Step 10; and four years at Step 10 before moving to Step 11.**

**Probationary period** for new Classified employees is one year. **Work year is 12 calendar months.** The normal workweek for this position is
40 hours. Paid holiday, discretionary, and sick time are provided. Ten vacation days accrue during the first year of employment. A regular work schedule will be assigned, with the ability to occasionally work a flexible schedule as needed. A Classified employee is required to either become a dues paying member of the Classified School Employees Association (CSEA) Chapter, or pay a service fee.

**PHYSICAL CHARACTERISTICS**

Position requires sitting and viewing a computer monitor for extended periods of time plus frequent periods of standing and walking, which may include climbing staircases; dexterity of hands and fingers to operate a computer keyboard and related equipment; repetitive use of computer keyboard, mouse or other control devices; stooping, kneeling, crouching, crawling, twisting/turning, bending at the waist, and reaching in awkward positions; frequently exerting 10 to 20 pounds of force to lift, carry, push, pull or otherwise move objects; occasionally carrying moderately heavy materials weighing up to 50 pounds; hearing and speaking to communicate and provide information to others; vision to read printed material and computer monitor; handling and working with various materials and objects; intermittent exposure to impatient, angry and/or verbally aggressive individuals; and travel from site-to-site.

**DISTRICT CLASSIFIED EMPLOYEE BENEFITS**

Full-time employees are provided with a diversified program that includes medical, dental and vision insurance including dependent coverage, disability and life insurance as well as Section 125 options. These benefits commence on the first of the month following date of hire. Professional development opportunities are provided to all employees. Educational incentive is available to eligible Classified Represented and Confidential employees.

RETIREMENT: Classified employees contribute to the Public Employees' Retirement System (PERS), a defined benefit retirement plan through the State of California. Various additional benefit options are available to retired employees.

**CONDITIONS OF EMPLOYMENT**

- Successful completion of background fingerprint clearance, pre-employment physical examination (disabilities not related to the physical job will not affect the application process) and TB screening.
- Proof of eligibility to work in the United States and signing of loyalty oath per government codes 3100-3109.
- Meeting applicable eligibility requirements under CalPERS or CalSTRS if you are a current or former member.
- Board of Trustees approval.
- Official, sealed transcripts are required upon offer of employment.

**APPLICATION AND SELECTION PROCESS**

Applicants are encouraged to complete their applications online. Please visit our website at: [http://www.canyons.edu/Offices/HumanResources](http://www.canyons.edu/Offices/HumanResources). If you require assistance, please call the Human Resources office at (661) 362-3427 or for the hearing impaired TTY/TDD Line at (661) 362-5178.

Applicants may check the status of their application online and may expect to be notified within approximately 4 – 5 weeks following the Review Date as to the status of their application.

All application materials must be uploaded online or received in the Human Resources office by the end of the day on the Review Date in order to assure consideration for this position. Postmark is not acceptable for this purpose. Separate application materials must be submitted for each position applied for. Materials submitted become property of the District and will not be returned, copied, or considered for other openings. The Human Resources office is located in the University Center, Suite #360 at 26455 Rockwell Canyon Road, Santa Clarita, CA, 91355.

Your application is not complete until the following required materials have been uploaded online or received by the Human Resources office:

- **District CLASSIFIED Application.**
- **Detailed resume**, which includes month/year dates of employment and descriptions of responsibilities at each employer.
- **Letter of interest (cover letter)**. In your letter, please address your qualifications and experience as they pertain to the job duties and the abilities section of this announcement.
- **Copies of complete and legible college transcripts** clearly indicating all college units earned and any degree awarded. You can submit unofficial copies of transcripts for application purposes. Copies of diplomas are not acceptable in lieu of college transcripts. Official, sealed transcripts are required upon offer of employment. Please see our website for the requirements for evaluation of transcripts from foreign colleges or universities.

[http://www.canyons.edu/Offices/HumanResources](http://www.canyons.edu/Offices/HumanResources)
• **Supplemental Questionnaire.** Please answer the following questions as part of your application packet.

1. Please describe your administrative/office support experience working in community colleges, universities, high schools, community agencies, or similar administrative/office support work involving programs or activities to assist the public or work experience in veterans’ services, college financial aid, social services, or other related field or a combination of the two. Include employer name(s), position title(s), dates of employment, full-time or part-time status (including number of hours per week), your roles and responsibilities. Please provide your total years of full-time equivalent experience in this field. Highlight any experience you have working in a lead capacity.

2. Do you possess education equivalent to an Associate’s degree from an accredited college or university? (yes/no) Please provide a legible copy of your college/university transcript in your application packet. Copies of diplomas are not acceptable in lieu of college transcripts.

3. Do you have educational institution experience? If yes, describe the positions you held.

4. Describe your experience working with MS Office Suite software, including Microsoft Word, Excel, PowerPoint, Access, and Outlook (e-mail). Provide one or more examples of how you have used each specific program in the workplace.

5. Describe your experience working with an administrative software program (such as Banner, Datatel, or PeopleSoft) or a proprietary system.

6. Please describe your experience working with VA Veteran Education and VA Vocational Benefits programs.

7. Describe your experience working with students, and the roles you have played in serving them.

8. Please describe your experience updating an organization’s website, with maintaining an organization’s social media accounts, or any other type of experience with maintaining an organization’s online profile/presence.

9. Why do you want to work as a “Student Services Coordinator II (Veterans Resources Center)” staff member at College of the Canyons?

• **Letters of Reference are optional.**

• **Confidential Recruitment Source Sheet (optional).**

Please note:

• Skills evaluation of candidates for interview may be required.

• Travel and relocation expenses are the responsibility of the applicant.

• Hiring committees review all complete, qualified application packets. Possession of the minimum qualifications does not guarantee an interview.

• “Experience” generally refers to relevant paid experience. In some instances, unpaid experience may be counted as experience towards meeting the minimum qualifications or requirements for the position only if it entailed responsibilities substantially similar to those of relevant paid positions in the field. It is the applicant’s responsibility to provide sufficient information and details to the Human Resources office at the time of submission of their application packet. Details should include the organization, contact name and contact information, start and end dates, hours per week, and a list of relevant unpaid/volunteer duties or responsibilities performed. Not all unpaid experience may qualify. Upon offer of employment, an applicant will be required to obtain written verification(s) of any relevant unpaid/volunteer experience.

• Applicants are encouraged to apply online. If you need assistance with the application process, contact:

**Human Resources Office**
(661) 362-3427
TTY/TDD (661) 362-5178 or visit our website at [www.canyons.edu/offices/humanresources](http://www.canyons.edu/offices/humanresources)

It is the applicant’s responsibility to ensure that all application materials are fully and correctly submitted. All materials submitted are for this position only and become the property of the District. Materials will not be returned, copied or considered for other openings. Resumes may not be submitted in lieu of the official application form.

**The College is expecting to conduct initial interviews between the weeks of April 18, 2016 and April 25, 2016 and conduct final interviews between the weeks April 25, 2016 and May 2, 2016. This is an estimated timeline, and is subject to change.**

Positions are offered contingent on funding. We reserve the right to withdraw, extend the filing date, reopen, or delay filling this position. Recruitment may continue until the position is filled.

**COLLEGE OF THE CANYONS**
26455 Rockwell Canyon Road, Santa Clarita 91355
www.canyons.edu
Innovative. Collaborative. Entrepreneurial. These characteristics not only define College of the Canyons, but also mark the faculty, staff, and administrators who make this college one of the most unique among the 113 California Community Colleges.

Established in 1969, College of the Canyons is among the fastest growing community colleges in the nation. It is widely recognized as a model community college for enhancing student access, success, and equity. In fact, its completion rates rank among the highest in the state. The college has also established a well-deserved reputation for bolstering economic development, and offering innovative career technical education responsive to industry needs.

Guided by visionary leadership, College of the Canyons serves the dynamic, growing Santa Clarita Valley and surrounding regions within a 367-square-mile area of northern Los Angeles County. A steady infusion of new residents and businesses creates a spirit of possibilities that inspires the college to be flexible, creative, and attuned to the evolving needs of the community. The growing diversity of the community is mirrored by the college, which qualifies as a Latino-serving institution.

The college’s influence in the community is best illustrated in the dozens of collaborative partnerships it has forged with local school districts, regional government entities, and service organizations. Thousands of children visit the college’s Performing Arts Center annually thanks to the K-12 Arts Education Outreach initiative. Together, the City of Santa Clarita and the college operate the WorkSource Center to bring job seekers together with employers. And, Academy of the Canyons, an early/middle college high school that is ranked among the top 10 percent of high schools in the nation, is housed on our Valencia Campus.

College of the Canyons is housed on two campuses – Valencia and Canyon Country. It features 62 degree and 71 certificate programs, along with 19 associate degree for transfer (AD-T) options. Classes are offered during traditional fall and spring semesters, as well as shorter, intensive summer and winter sessions. In addition, the University Center located on the Valencia Campus offers approximately 40 certificates and credentials, along with bachelor’s and master’s degrees, from partnering four-year colleges and universities.

Because of the college’s commitment to meeting the needs of the community, local voters have approved two bond measures valued at more than $240 million since 2001. The college also secures substantial funds from the state, and millions of dollars in grants each year that allow new, cutting-edge programs to be developed and facilities to be built to accommodate them. The college is designated as a Hispanic Serving Institution.

Given its commitment to growth and innovation, College of the Canyons sets a new standard for what a college can achieve. It is a vital cultural, educational and economic force in the region. Join us here, and you will discover unexpected opportunities, the freedom to innovate, and a chance to shape the future.

EQUAL EMPLOYMENT OPPORTUNITY:
The Santa Clarita Community College District does not discriminate on the basis of race, religious creed, color, ethnic or national origin, ancestry, citizenship status, uniformed service member status, physical disability, mental disability, medical condition, marital status, sex, pregnancy, age, sexual orientation, gender identity, or any other protected basis under the law.

Applicants who have disabilities may request that accommodations be made in order to complete the selection process by contacting the Human Resources office directly at (661) 362-3427.