



Job Description
Associate Director of Veterans Affairs/Deputy Chief Certifying Official

Salary Level:
CCP 19 (Subject to Willis)

Date Approved/Revised:
Rev 1. 5/13/24

POSITION PURPOSE:

Under the direction of the Director of Veterans Affairs/Chief Certifying Officer, the Associate Director of Veterans Affairs/Deputy Chief Certifying Official assists with ensuring compliance with state and federal regulations for the administration of veteran's education benefits and tuition waiver for the Connecticut State Community College.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports directly to the Director of Veterans Affairs/Chief Certifying Officer. This position supervises Campus Veterans Coordinators (VC)/Veteran Certifying Officials, and other administrative and/or clerical staff as needed.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Provides direct services to active-duty military, military veterans and dependents including the administration of veteran's educational benefits, Tuition Assistance programs, and tuitions waivers; and are familiar with Department of Education Title IV funding, institution-based services to Service members who are seeking information about academic counseling, financial aid counseling, job search support, or other student support services at the educational institution
- In collaboration with the Director, ensures compliance with state and federal regulations for the administration of veteran's educational benefits and tuition waivers.
- In collaboration with the Director, ensures academic programs are approved by the Department of Veterans Affairs and the Connecticut Office of Higher Education as eligible for VA benefits.
- In collaboration with the Director Oversees and supports CT State Community College and campus locations with all state and federal veteran program audits.
- Collaborates with BANNER finance team to reconcile VA payments to the college and address under or over-payment issues.
- Supports strategic planning efforts to increase recruitment and retention of active-duty military and veterans within Connecticut State Community College (CSCC).
- Supports campus VCs with data collection and reporting on outcomes and benchmarks.
- Serves as liaison to all military service branches and the Connecticut National Guard to support active-duty military recruitment and enrollment.
- Maintains partnerships with key stakeholder agencies that support veterans' holistic needs such as, local, and regional housing authorities, Connecticut Department of Mental Health and Addiction Services,

Department of Social Services and community-based organizations to increase access to, and utilization of services for active-duty and military veterans.

- Supports campus VCs to increase credit transferability through military credit articulation as well as prior learning assessments.
- Partners with Director of Veterans Affairs to develop and maintain veterans' operations manual.
- Develops, delivers, and assesses training program for all veterans' affairs staff.
- Partners with campus VCs to implement best practices in onboarding, advising and holistic support for active-duty and military veterans.
- May supervise campus VCs and other campus veterans affairs staff.
- Maintain a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
- May involve occasional evening or weekend work, within contractual limitations.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and student. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.).

Incumbents are required to have demonstrated experience, advanced knowledge and abilities in the following:

- Proven ability and experience maintaining compliance with all state and federal regulations governing the administration of education benefits for military veterans.
- Proven ability and experience developing and delivering programming and services that support the academic and holistic needs of active-duty military and military veteran students.
- Prior military service, preferred

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Master's degree in an appropriately related field together with two to five years of related experience and up to two years of supervisory experience; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.