



**Job Description**  
**Director of Veterans Affairs/Chief Certifying Official**

**Salary Level:**  
**CCP 20 (Subject to Willis)**

**Date Approved/Revised: 5/13/24**  
**Rev 3**

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**POSITION PURPOSE:**

Under the direction of the Associate Vice President for Financial Aid Services & Title IV Compliance, the Director of Veterans Affairs/Chief Certifying Official is responsible 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 Associate Vice President for Financial Aid Services & Title IV Compliance. This position supervises the Associate Director of Veterans Affairs and 12 Veterans Coordinators/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
- Ensures compliance with state and federal regulations for the administration of veteran's educational benefits and tuition waivers.
- Oversees and supports CT State Community College and campus locations with all state and federal veterans' program audits.
- Establishes internal processes and protocols for reporting credit and certifying benefits in accordance with federal and state regulations. In collaboration with Associate Vice President for Financial Aid Services & Title IV Compliance, engages in strategic planning efforts to increase recruitment, retention and completion of active-duty military and veterans within Connecticut State Community College (CSCC).
- Establishes performance measures and benchmarks and coordinates data collection and reporting for veterans' affairs.
- Develops and maintain veterans' operations manual.
- Develops, delivers, and assesses training program for campus VCOs and all veterans affairs staff members and makes regular updates and revisions as needed.
- Maintains the college website, catalog, and program materials for the administration of benefits and services to active-duty and military veterans.
- Identifies best practices and establishes programs and services to support active duty and military veterans including formal and informal partnerships with internal and external stakeholders.
- Establishes cross-agency partnerships with key stakeholder organizations such as, United States Veterans Administration, local and regional housing authorities, Connecticut Department of Mental Health and Addiction Services, Social Services and community-based organizations to increase access to, and utilization of services for military veterans.

- Collaborates with CSCC leadership in academic affairs and admissions to make policy and practice recommendations to improve credit transferability through military credit articulation as well as prior learning assessments.
- Maintain a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
- May involve occasional evening or weekend work, within contract 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 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.
- Proven ability and experience leading collaborative partnerships with internal and external stakeholders in a higher education setting.
- 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 three to six years of related experience and one to three 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.