



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

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| TITLE | Veterans Resource Specialist |
| POSITION NO. | 504021 |
| LOCATION | Warwick Campus |
| REPORTS TO | Director One Stop Student Services |
| GRADE PSA 10 | |
| WORK SCHEDULE | Non-Standard: 35 hours per week; Day, some evening, and some weekends required; remote up to 2 days/week; occasional travel to each campus and statewide meetings required. |
| SUPERVISION | Up to 15 VA Work-study Students across 4 campus locations. |
| LIMITATION (if applicable) | N/A |
| REVISION DATE | September 2024 |

JOB SUMMARY:

The Veteran Services Office at CCRI is one stop shop for current military, veteran, and dependent students to understand and maintain their veterans’ benefits, find community amongst peers, and receive guidance in navigating the business of being a college student. Under the direction of One Stop Student Services, the Veteran Resource Specialist ensures that the Veterans Services Office facilitates a network of support and resources for veterans on campus and initiates and maintains collaborative relationships with other Community College of Rhode Island services and community resources. Additionally, the Specialist will provide a broad range of enrollment management, course registration and educational support to students including, but not limited to, outreach to students about registration, drop for non-payment, and verification of enrollment.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI’s Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment

Student Onboarding and Support:

- Collaborate with the on-campus Vet Success Coordinator, School Certifying Officials, and other college offices and external partners to provide a welcoming and supportive environment for military-connected students while assisting them in obtaining educational and other VA benefits
- Assist students, individually or in groups, with College Scheduler class registration
- Provide students with an introduction to support services, technologies, and required actions (e.g., Verification of Enrollment, Drop for Non-Payment, etc.) to support self-service behavior and success
- Plan, coordinate, and implement programs to serve the unique needs of all military connected individuals at the College including but not limited to annual Veterans Town Hall and Green Zone Training; collaborate with external partners to implement programming as appropriate

Communication:

- Assist in the development and execution of a comprehensive communication plan for veteran and military affiliated students to support enrollment and retention. Campaigns to include the use of digital channels such as social media, email, phone, mail, and text/SMS. Maintains office webpage
- Represent Veterans Services at a variety of on- and off-campus college events including but not limited to Open Houses, job fairs, and student involvement fairs

Team and Partnership Support:

- Work closely with other College departments, including academic departments, financial aid, enrollment services, and advising to ensure that military-connected students have a seamless transition into CCRI

Administration:

- Manage the daily operation of Veterans Services across four campus locations to include supervision of VA Work-study students, including hiring, training, scheduling, and evaluation
- Develop policies, statistical reports, and other documents as assigned
- Establish and maintain records, files, and record-keeping systems including confidential and sensitive information in accordance with college, state, and federal regulations such as FERPA
- Performs clerical and administrative duties in support of department and program operations including but not limited to completing forms, document imaging, and general record-keeping
- Actively engage with professional organizations to stay current on professional development, higher education trends, and best practices
- Serve on college committees, workgroups, and taskforces as assigned
- Establish and implement short- and long-range departmental goals, objectives, policies, and operating procedures for Veterans Services, while monitoring and evaluating operational effectiveness and affecting changes required for continuous improvement
- Ability to work some nights and weekends as needed to meet the needs of veteran students, their families, and the college
- Performs other related duties as assigned

LICENSES, TOOLS, AND EQUIPMENT:

Working knowledge of computers and related software; use of other office equipment

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree
- Demonstrated relevant work experience providing outstanding customer service
- Demonstrated commitment to the community college mission and serving the needs of veteran students
- Demonstrated excellent time management skills, high learning agility, creative problem solving, interpersonal, oral and written communications, and presentation skills (for audiences up to 100+), with strong attention to detail and accuracy
- Demonstrated proficient computer skills including Microsoft Office, Internet applications, and database software

PREFERRED QUALIFICATIONS:

- Demonstrated strong written and verbal skills, organizational, and interpersonal communication skills
- Demonstrated ability to work independently with minimal supervision
- Must be able to maintain the strictest confidentiality of information
- Bilingual in English and Spanish

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.