# CSUB JOB ANNOUNCEMENT

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>VETERANS SUCCESS CENTER COORDINATOR (Student Services Professional II)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruitment #:</td>
<td>#2164</td>
</tr>
<tr>
<td>Full/Part-Time:</td>
<td>Full-Time</td>
</tr>
<tr>
<td>Employment Type:</td>
<td>Temporary, ends on or before June 30, 2018. Any continuation beyond June 30, 2018 is contingent upon satisfactory performance and available funding.</td>
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<td>Bargaining Unit:</td>
<td>R04</td>
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<tr>
<td>Salary:</td>
<td>$3,858 - $5,485 per month</td>
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<tr>
<td>Department:</td>
<td>Enrollment Management</td>
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<tr>
<td>Available:</td>
<td>Immediately</td>
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<td>Special Conditions:</td>
<td>Background/ Fingerprint</td>
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<tr>
<td>Sensitive Position:</td>
<td>Yes</td>
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<tr>
<td>Posted:</td>
<td>June 15, 2017</td>
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<tr>
<td>Closing Date:</td>
<td>For priority consideration, application materials must be received by July 7, 2017, however, the position will remain open until filled.</td>
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Positions are open to all interested applicants, both on and off campus, unless this is an on-campus only recruitment.

**APPLICATION PACKET REQUIREMENTS**

This position requires (including those on campus) submission of:
- A standard CSU, Bakersfield job application (download at: [http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html](http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html))
- Names of three professional references
- Copy of degree/transcripts/typing certificate, if required
- Brief description of how you are qualified for this position by virtue of your interest, aptitude, education and experience required.

Under the direct supervision of the Associate Vice President for Enrollment Management, the Veterans Success Center (VSC) Coordinator will be responsible for fostering a culture of trust and connectedness across the university community that promotes well-being and success for student veterans. The Coordinator provides vision, direction, program development and daily coordination of the VSC. The Coordinator is responsible for assessing prospective and continuing student veterans needs and developing programs to ensure access and student success; evaluating transition services effectiveness; ensuring all projects meet deadlines and clearly articulate outcomes; working closely with other departments on special events; coordinating student leadership opportunities and student veteran’s orientations. The Coordinator will be responsible for knowledge and implementation of current policies, regulations, and procedures administered by the Department of Veterans Affairs and will be responsible for informing students of changes in VA policies and regulations and advising students of their educational rights. The Coordinator will assist with handling student issues, including but not limited to, transitioning from the military to higher education, selecting...
courses, understanding campus requirements, personal development and academic skill building, university withdrawal and appeals, providing short-term military leave support and tracking, and exploring career options and preparing for life after CSUB. The Coordinator develops partnerships with national organizations, community colleges, local service bases and community-based organizations with the intention of meeting local veterans’ educational needs, establishes best practices and increasing the veteran population at CSUB; represents veterans on campus-wide committees; explores grant and other fundraising opportunities. The Coordinator provides leadership the CSU Bakersfield’s Troops to College Advisory Committee and the Veterans Student Organization and will assist with marketing and promotion of the VSC and developing and implementing campaigns for disseminate program information. The Coordinator will also perform the duties of the Certifying Official of the Veterans Administration (VA) Education Benefits Program, which includes the Federal Vocational Rehabilitation program, the Educational GI Bill for veterans (or dependents) of deceased or disabled veterans, and the Reserve Bill. In addition, this position will be responsible for knowledge and implementation of current policies, regulations, and procedures administered by the Department of Veterans Affairs. The incumbent will be responsible for informing students of changes in VA policies and regulations, advising students of their educational rights, and general academic counsel.

DUTIES: Responsibilities include but are not limited to the following:

- Perform duties as VA Certifying Official in partnership with the Registrar, Student Financial Services, and the Financial Aid & Scholarship Office to ensure timely and accurate processing of enrollment and benefit records with the VA.
- Ensure compliance with Federal, State, CSU, U.S. Department of Veterans Affairs and local laws, regulations and practices.
- Advisor to the Veterans Student Organization.
- Conduct Outreach and Recruitment to the Community Colleges (prospective students).
- Data collection-streamline data tracking process.
- Maintain accurate student records and files for VA auditing purposes and enrollment verification for GI Bill certifications.
- Use or complete basic forms to keep the VA informed, such as: Enrollment Certification (VA Form 22-1999, Notice of Change in Student Status (VA Form 22-1999b), and monitor the courses pursued by a student to certify to VA only those courses that apply to the student’s program; attend VA mandated meetings.
- Stay abreast of government policies/regulations/federal mandates/education codes.
- Attend professional development conferences on an annual basis to stay abreast of required policies/mandates/state regulations/federal requirements.
- Supervision of the VSC and manage Work Study/Student Assistant positions.
- Counsel to prospective and enrolled student veterans and dependents by offering a single point of contact for coordination of all University services.
- Academic Advising/Degree progress check-ins with each GI Bill Student.
- Advise students with on campus/community resources and maintain resource list.
- Advise students with Career Planning/Goal setting of education/degree.
- Provide campus/community programs and promote a campus climate that values veterans.

REQUIRED QUALIFICATIONS: Equivalent to graduation from a four-year college or university in higher education, counseling, business management, human resources, or a related field, and two years of progressively responsible professional student services work experience. A master’s degree in Counseling, Clinical Psychology, Social Work, or a directly related field may be substituted for one year of experience. A doctorate degree and the appropriate internship or clinical training in counseling or guidance may be substituted for the two years of experience for positions with a major responsibility for professional career or personal counseling.

- Thorough knowledge of Veterans educational benefits; including Veterans, Active Duty, Reserves, National Guard and dependents benefits.
- Familiarity with Veterans Administration certification and military benefits.
- Ability to interpret and apply policies and procedures independently and use judgment and discretion to act when precedents do not exist.
- Strong written, verbal, and organizational skills and excellent customer service and public relations skills.
- Knowledge of software applications: word processing, spreadsheet, database management (FileMaker Pro), VA Once and PeopleSoft/CMS Systems.

California State University, Bakersfield is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.
- Ability to perform accurately in a detail-oriented environment.
- Ability to handle multiple work priorities, organize and plan work and projects.
- Knowledge of GI Bills, Federal, State, and County laws and guidelines related to veterans, military members, and their families.
- Ability to compose and appropriately format correspondence and reports.
- Knowledge of relevant governmental organizational structures, such as the Department of Veteran Affairs, for the purpose of advocating and assisting student veterans, military service members, and their dependents.
- Through knowledge of office methods, procedures and practices; grammar, business writing, punctuation, and spelling.
- Ability to work with a diverse student body and foster sensitivity to diverse issues in a university setting.
- Ability to advise students individually and in groups on routine matters where required.
- Ability to identify conflict, problem solve, and resolve student problems and concerns in the most efficient manner possible.
- Ability to use tact and sensitivity to ensure students' understanding of complex information.
- Ability to collaborate with campus partners and work through complex issues pertaining to student data/records/financials/admissions.
- Regular and reliable attendance is required.

PREFERRED QUALIFICATIONS:

- It's preferred that Bachelor's degree includes or is supplemented by upper division or graduate coursework in counseling techniques, interviewing, and conflict resolution where such are job-related.
- Two years of experience working with veteran services in higher education.
- Experience planning major programs and events.
- Experience creating and delivering workshops.
- Experience managing student employees.
- Two years of experience working directly with student veterans in higher education.
- One to two years of experience processing GI Bill benefits.

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience and interest in the position.

BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

SENSITIVE POSITION: Sensitive positions are designated by the CSU as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the CSU or individuals in the university community.

GENERAL INFORMATION: It is the policy of California State University; Bakersfield to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment. You will also be requested to present a social security card at the time of initial appointment in compliance with state payroll regulations. State regulations require that every state employee sign the Oath of Allegiance prior to commencing the duties of his/her State employment, except legally employed non-citizens. These individuals are required to sign the Declaration of Permission to Work.

APPLICATION PROCEDURE: Official California State University, Bakersfield application forms must be completed in full and received in the Human Resources Office by 5:00 p.m. on/or postmarked by the specified closing date, unless

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Otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. E-mailed or faxed applications or resumes will also not be accepted.

Applications are available outside the Office of Human Resources and may be downloaded from the Human Resources website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 4-6 weeks from the closing date for a position to be filled.

To check the status of your application, go to the Human Resources’ Job Opening/Status Inquiry page at http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html and click on the “Job Status” icon link. Applicants will not receive individual notifications. Upon submission, all application materials become the exclusive property of California State University, Bakersfield and will not be copied or returned.