

Job Description

Position Title: Military & Veterans Services Academic Advisor

Job Family: Student Services

Job Level: Professional - Intermediate

FLSA Status: Exempt

Salary Grade: 04

Position Summary:

The Military & Veterans Services Academic Advisor provides advisory services for Veteran Benefit Recipients and Active-Duty Military students. This position oversees compliance, consultation, and certification counseling for student caseload. Maintains Veterans Center and supervises Veterans Affairs Work Studies. Organizes and participates in outreach events to increase enrollment and awareness.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Performs administrative tasks including registration, paperwork processing (VA, DoD, PCC) and resource referral. Evaluates prospective students and maintains applicant tracking records.
2. Assists students with registration and academic advisement for degree programs by developing individual academic plans to ensure compliance with VA and DoD policies and approves enrollment for each student prior to certification.
3. Identifies at-risk students and serves as an advocate for military and veteran students dealing with the college, DoD, and VA. Tracks progress to identify at-risk students and ensures progress towards program completion.
4. Meets individually with current and prospective students to facilitate academic planning and scheduling and address student concerns.
5. Advises and guides students into making decisions consistent with interest, goals, abilities, and degree requirements while meeting Department of Defense and Veterans Affairs guidelines for use of benefits.
6. Ensures students complete all required forms for admissions and financial aid; navigates students through the financial aid and military tuition process.
7. May proctor, registers and schedules testing appointments for students using the College Level Examinations Program (CLEP) or DANTES Subject Standardized Test (DSST); administers and proctors placement tests for reading, writing, and mathematics or any other test as required.
8. Explains the variety of education programs available to (VA) beneficiaries and active-duty military members.
9. Provides technical information and interpretation of college policies, practices and procedure; Federal and State laws and regulations to ensure student compliance.

10. Completes ongoing Veterans Affairs/Department of Defense training and other military training and higher education professional development courses. Maintains current certification for administering CLEP/DSST testing.
11. May coordinate Davis Monthan Learning Center visits to recruit eligible students; promotes programs through collaboration with appropriate parties.
12. May manage the Campus Veteran Center on each campus, supervise VA work-studies, and maintain schedules for VA work-studies, tutors and outside military and veteran community resources.
13. May navigate Veterans Administration portal for hiring, contract renewal, and timecard submittal; may resolve work-study issues as necessary. Navigate and maintain the different veteran/military portals to ensure programs, courses, semester dates, etc. are accurate and up to date.
14. Analyzes confidential student information; identifies issues and discrepancies; formulates recommendations for appropriate action based on findings.
15. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of advising and counseling practices as well as college policies and procedures.
2. Knowledge of applicable benefits and services for students served.
3. Knowledge of internal and external customer service principles and practices.
4. Knowledge and application of various instructional methodologies.
5. Skill in analyzing data and drawing conclusions.
6. Skill in effective communication (both written and oral).
7. Skill problem solving.
8. Skill in public speaking.
9. Ability to develop and maintain effective and positive working relationships.

Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. Has responsibility for making decisions on hiring, termination and pay adjustments. Guides work of others who perform essentially the same work.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in a related field of study required.
- One (1) to three (3) years of related experience required
- Three (3) to five (5) years of related experience preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Occasional work evenings or weekends.
- DMV Check/Current and Valid AZ Driver's License.
- Pre-employment Background Check Required