

Head of Veterans Services

Northeastern offers a rewarding working environment for our students and employees. Our faculty and staff are smart, dedicated people who work to create an excellent urban university experience for bright and motivated students.

Job Summary:

IN THIS ROLE YOU WILL:

The Head of Veterans Services functions as the primary School Certifying Official (SCO) for NEIU and is responsible for accurately certifying veteran education benefits by reporting enrollment and graduation information to the U.S. Dept. of Veterans Affairs and by ensuring the University's compliance with federal and state regulations. The Head of Veterans Services will conduct regular audits of student certifications, identifying changes and/or discrepancies in student enrollment to report to the Veterans Administration in a timely fashion. This person will be well-versed in and well-equipped to handle federal, state and institutional regulations and policies that inform the Veteran Administration's military benefit programs. The Head of Veterans Services will demonstrate and provide leadership for the development, delivery and oversight of centralized student veteran programming and services while managing the Veterans Enrollment Specialist and all Veterans Services student workers.

The Head of Veterans Services will engage and collaborate with campus leaders and external stakeholders to develop endeavors that will positively impact student veterans and the larger military-connected community. This person will identify resources, implement policies and conduct workshops and orientations to assist prospective and current student veterans establish an understanding of their veteran benefits and how they can be accessed while enrolled at NEIU. The Head of Veterans Services must maintain confidentiality as required by the Family Educational Rights and Privacy Act (FERPA) and maintain compliance with other applicable state and federal laws.

Job Description:

RESPONSIBILITIES:

- Counsels students on eligibility requirements for veteran benefits. Assists students with the application process for veteran benefits.
- Remains current on federal and state regulations and requirements in the execution of VA and military benefits.
- Researches, deciphers and implements evolving federal and state military regulations and codifies necessary changes in procedure.
- Responsible for the accurate and timely reporting of student veterans' enrollment information. Responsible for the monthly audit of student veteran's enrollment.
- Reconciles tuition deposits made by the Veterans Administration on behalf of student veterans.

- Coordinates state (Illinois Veterans Grant) and federal benefits.
- Collaborates with Student Payment Services and the Controller regarding monies needing to be credited and payment vouchers needing to be submitted for student veteran account reconciliation.
- Informs Student Financial Aid of necessary adjustments to Illinois Veterans Grant for student veterans based on federal benefits received.
- Supervises, trains and assigns work to the Veterans Enrollment Specialist and 1-3 student workers.
- Reviews and approves timesheets and time off requests of the Veterans Enrollment Specialist and student workers.
- Interprets policies established by the Veterans Administration and develops and maintains internal procedures in order to remain in compliance with all VA regulations.
- Assists student veterans resolve issues or concerns regarding university policies and procedures.
- Collaborates with the Undergraduate, Transfer, and Graduate Admission areas, visits community colleges and veterans' organizations representing NEIU to potential transfer students with emphasis on developing pathways for the enrollment of veterans and military-connected students.
- Reviews Veterans Specialist's development of programming, workshops and orientations targeting student veterans transitioning to the University, requiring conversation and coordination with other NEIU offices (Counseling Services, Academic Advising, Financial Aid, etc.) to understand and meet the specific needs of student veterans.
- Acts as a primary resource for Federal and State compliance and risk-based surveys, compiling necessary information for data requests.
- Represents NEIU in all state and federal audits, ensuring compliance in enrollment certification for VA and military benefits.
- Remains up-to-date with VA training initiatives required for SCO designation.
- Represents NEIU Veterans Services at twice-yearly commencement ceremonies and represents NEIU at various Veterans-oriented state and national conferences (AVECO, NAVPA, NASPA, Council of College & Military Educators, etc.)
- Performs other related duties as assigned.

Minimal Qualifications:

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

- Bachelor's degree.
- A total of one (1) year (12 months) in education, training and/or work experience in the area of specialization inherent to the position. (Note: Master's Degree in an area consistent with the duties of the position may be substituted for one (1) year of work experience.)
- Based on position requirements, additional education, training, and/or work experience in the area of specialization inherent to the position, may be required

DEPARTMENTAL PREFERENCES

- United States Veteran
- Bachelor's Degree in business administration, psychology, social work or other related field
- Minimum of two years of experience working with veteran certification processes and/or in a higher education environment
- Minimum of two years of School Certifying Official experience
- Minimum of one year of supervisory experience
- Strong leadership and project management skills
- Excellent written and oral communications skills
- Strong organizational skills
- Proficient with Microsoft Office and/or Google Suite

(This position requires a background check.)

Salary: \$62,000

Benefits: Comprehensive benefits package including health, dental, and vision benefits, generous time off plans, and participation in the State Universities Retirement System.

Hours: Monday - Friday, 8:30 a.m. - 4:30 p.m. (Hours may vary depending on departmental needs)

Northeastern Illinois University is an Equal Opportunity/Affirmative Action employer and invites applications from Women, Minorities, Veterans and Persons with Disabilities, as well as other qualified individuals. Northeastern Illinois University's positions are contingent upon the University's receipt of its State of Illinois appropriation.