

**Position Description  
Cover Sheet**

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain **specific** data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

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Title     Veteran/Academic Advisor    

Division/department:     DSI / VET    

Campus     LEON    

Check one: New PD       Revised PD       No changes to PD

Please identify any similar positions already established within the department:     Veteran's Affairs Advisor and Academic Advisor    

Is this a Director-Level position? Yes       No

Reports to \_\_\_\_\_ Date \_\_\_\_\_  
(Signature)

Title of Position Reported to     Veterans Benefits Coordinator (Direct report), Assistant Director Advising LEON (dotted line)    

Approval \_\_\_\_\_ Date \_\_\_\_\_  
(Signature - Second-Level Supervisor)

Approval \_\_\_\_\_ Date \_\_\_\_\_  
(Signature – Vice President or President)

Account code(s) \_\_\_\_\_

Work schedule:     Flexible 40 hour week (8:30 – 5:30 or 9 – 6 with 1 hour lunch), 1-2 late evenings (10:00-7:00)/week; Occasion Saturday hours will be required; hours subject to change during peak registration periods.    

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**FOR HUMAN RESOURCES DEPARTMENT USE:**

Position number \_\_\_\_\_ Grade \_\_\_\_\_

Statistical group \_\_\_\_\_

Exempt / Non-exempt \_\_\_\_\_ Date \_\_\_\_\_

Requires Financial Disclosure Statement \_\_\_\_\_

If the employee's primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division VP.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.

## **POSITION DESCRIPTION FOR:    Veteran/Academic Advisor**

**1. Core Responsibilities:** Prioritize tasks and responsibilities and summarize them below. Please provide **percentages of time** allotted to each particular task or responsibility, making sure that the **total percentage equals 100%**. Please give specific duties and avoid using generalizations or “other duties as assigned.”

### **Advising - 80%**

- First point of contact for VA students.
- Provide information to prospective students regarding the College of Southern Maryland.
- Complete/update educational plans for students as needed.
- Prepares and processes VA enrollment certifications and other VA forms.
- Checks the programs of VA students for course drops and courses out of program.
- Assists students in navigating the VA process and website.
- Utilizes in-person, written and web-based information to provide information and guidance to potential students, current students and the college community in the areas of the veterans’ educational benefits and eligibility.
- Assists students in applying for a wide variety of DVA programs.
- Reviews appropriate documentation necessary for certification of student’s veterans’ education entitlements to DVA benefits.
- Provides assistance in resolving problems in relation to veteran student issues.
- Monitor and address veteran student MyProgress alerts.
- Provides referrals to other campus and community resources regarding student issues both academic and personal.
- Provide academic advisement and registration for a student, which requires ascertaining student’s goals and assisting in the planning for student attainment of those goals.
- Interpret placement test scores, advises students of course placement and works with student to develop an educational plan based on placement, academic and life goals and career aspirations.
- Process course substitutions, prerequisite waivers, prerequisite override documentation, academic clemency requests, portfolio assessment applications and drop/add forms as required.
- Assist students with academic and career based computerized systems (i.e. Job Connection and ARTSYS, and Focus 2 Career).
- Assist students in completing graduation applications and verifies data.
- Serves on committees related to improving the delivery of student services.
- Provides information to prospective students regarding the College of Southern Maryland.
- Advises students of course and program selection related to veteran benefits eligibility.
- Maintains tracking system of student contact for reporting purposes.

### **Compliance - 10%**

- Monitors veteran students’ academic progress, course enrollment, and other reporting requirements.
- Assists with VA payment reconciliation.

## **Outreach - 10%**

- Coordinates with Enrollment Advisors to provide outreach to the community.
- Attend and/or present at Open Houses, New Student Welcome Program or community events as the college's Veteran's representative.

## **2. Education/Knowledge Required:** Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

- Bachelor's degree.
- Demonstrated experience working with faculty/staff/students from post-secondary institutions.
- Strong written and oral communication skills.
- Proficiency in Microsoft Office software.
- Two years' experience working in a student services office in an educational system; post-secondary institution preferred.
- Knowledge of Datatel software preferred.
- Proven organizational skills that include multitasking, able to work independently and detail oriented.
- Veteran preferred
- Working knowledge of VA policies and procedures
- Ability to take on and prioritize long term and short term projects in relation to VA
- Ability to work with minimal supervision

## **3. Supervision:** List all position titles reporting directly to this position, full-time or part-time. Include student assistants, temporary, permanent and part-time faculty supervised in a typical semester or year.

- One (1) – Two (2) VA work study students located at the LEON campuses

## **4. Internal & External Contacts:** Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri-county public and private employers to determine training needs)

- Daily contact with students; primary contact for Veterans for advisement purposes.
- Regular contact with CSM staff and faculty for classroom collaborations
- Routine contact with the Veteran's Administration and military base education officers.
- Maintain contact with Financial Assistance Department and other Veterans Affairs personnel to discuss student's financial concerns
- Maintain a working relationship with the Enrollment Management Team to facilitate registration or any other activities that require mutual cooperation.
- Maintain a working relationship with Student Success Coordinators
- Maintain contact with the Bursar's Office for payment reconciliation
- Contact with Veteran's Affinity group

## **5. Guidelines/Procedures/Regulations:** Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

- Must be familiar with and follow all college guidelines, procedures, regulations and policies; such as COMAR, Title 13B and Administrative Manual
- Complete understanding and adherence to Ellucian Student Planning protocol and Starfish MyProgress protocol
- Must follow accepted testing procedures and adhere to rules of confidentiality for assessment results and customer records
- Observe the Family Educational Rights and Privacy Act of 1974
- Observe the Americans with Disabilities Act 1990 and Section 504 of the Rehabilitation Act of 1973
- Observe Veteran's Administration procedures and policies

**6. Communications:** Please describe the written and verbal skills required for the position.

- Written and verbal communication with students, staff, faculty, and veteran serving entities
- Documenting student contact in integrated data system
- Proficiency in all types of communication, including social networking
- Public speaking required – delivers workshops and presentations to classrooms
- Documenting student contact in integrated data system

**7. Role Complexity:**

The work as the Veterans/Academic advisor is fast paced and can be hectic at certain times of the year. The employee must be able to prioritize and make decisions on a variety of tasks. There is no normal day – every day is different. Tasks are governed by external forces – for example: during certain times of the year, there can be 100 requests arriving every week which need to be scanned, evaluated and entered into Colleague to be processed by the Veteran's Coordinator. In addition, students may be standing at the desk wanting information on how to get started at CSM and obtain their Veteran's benefits.

The employee works with all areas of Enrollment Management. The employee will also work closely with the Bursar's Office in processing the Veteran's benefits.

**8. Creativity & Innovation:**

The student population is diverse in age, ethnicity, race, socioeconomic standing, interests, and goals. The Veterans/Academic advisor must use creativity and innovation in seeking out student interests and goals, and in the delivery of advice and information. This mixed generation student population requires the individual to have expertise in all delivery methods – face-to-face, phone, email, web, and other social media. He/she must be creative in figuring out how to stay in contact with a very large number of students and disseminate accurate information effectively and in a timely manner. Although procedures for processing veteran's benefits may be established at a higher level, this employee is encouraged to look at the processes and offer suggestions for improvements. The employee is asked to make recommendations on first-hand experience with students. The employee also is one of the first to hear from Veterans/dependents when processes are not working.

**9. Impact:**

The employee works mainly with students in assisting them with enrollment into the college and certifying their Veteran's benefits. The employee can be a student's first encounter with the college so it can have an impact on enrollment. The student processes must be done in a timely and efficient manner in order to enroll the student in the college and for Veterans to receive benefits. Incorrect information and poor advice can lead to a student's increased time in school which impacts the time to use benefits for veterans and/or their dependents, increased tuition, and students not meeting their educational goals

**10. Fiscal Responsibility:** Describe the fiscal responsibility. Include total dollars that the position directly controls.

None

**11. Physical Working Environment:** Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

- Normal office environment
- Travel to other campuses