



Veterans Certification Specialist

Full Time / Hourly / Non-exempt

WORK SCHEDULE

Monday through Friday 8:00 am to 5:00 pm.

WORK SITE

Onsite Bethany Campus.

REPORTS TO

Director, Office of Veterans Services and VETS (Veterans Educational Transition Success) Center

DEPARTMENT

VETS Center

EFFECTIVE DATE:

May 1 2022

JOB SUMMARY

The Veterans Certification Specialist (VCS) provides administrative support to all VETS Center activities and certification services for VETS Center student intakes. The VCS works closely with both the *VETS Center Director* and the *VA Coordinator and School Certifying Official (SCO)*, since the VCS is often the first point of telephone or personal contact with prospective and current students. Additional responsibilities include organizes office processes and paperwork to allow efficient recordkeeping and reporting of administrative and VA/DOD certification services. The VCS also works closely with the university's financial services departments within the College of Undergraduate Studies (TRAD) and the College of Professional and Graduate Studies (PGS).

RESPONSIBILITIES

Essential Functions:

- Administrative support for the university's *VA Coordinator and SCO* to maintain project, service, and certification records in both paper and electronic formats as appropriate; provides assistance in preparation of reports on veteran enrollment, retention and graduation.



- Administrative support to the *VETS Center Director* as relates to assigned responsibilities, including appointments, meetings, correspondence, travel and preparation of reports as directed.
- Greet and track student veterans and other visitors to the center. Screen and assist callers.
- Assist in procedures pertaining to intake, benefits, intervention, and institutional exits relevant to veteran tracking.
- Assist with off-campus and Student Veterans Organization (SVO) events.
- Participates in TRAD and PGS information/planning/collaboration meetings as directed by the VETS Center Director and/or VA Coordinator and SCO.
- Ability to work under pressure and meet deadlines.
- Ability to maintain positive interpersonal relationships and provide quality customer service.
- Ability to work independently and ability to operate office equipment.
- Other additional duties as assigned by the VETS Center Director, Asst. Director, and/or VA Coordinator & SCO.

Required Qualifications:

- Southern Nazarene University is an expression of the Church of the Nazarene. According to SNU policy, all faculty and staff must possess a strong personal Christian commitment and be committed to the SNU mission to make Christlike disciples through higher education in a Christ centered community.
- An understanding of the importance for diversity, inclusion, and equity.
- Minimum of two years of related work experience and/or relevant training in handling of certification procedures for VA educational benefits and DOD educational benefits.
- Bachelors degree or in active process of obtaining a bachelor's degree, to be completed within 2 years of employment.
- Must be able to work effectively in a veteran-oriented, team environment.
- Maintain strict confidentiality of all university business especially as relates to records, personal information and finances.
- Must be proficient in basic computer operations and software applications as needed in order to complete assigned tasks, including word processing, spreadsheets, database applications, etc.
- Must be able to train effectively for proficiency in the use of specialized software applications utilized by the university and the VETS Center.
- Attention to detail in data entry and querying. Data entry experience required with typing and spelling competency.
- Excellent interpersonal and communication skills (both writing and verbal skills) required. Must have outstanding customer service abilities.
- Ability to prioritize multiple demands in a fast pace work environment.
- Must be in harmony with the mission and purpose of Southern Nazarene University and the Church of the Nazarene.
- Ability to maintain excellent attendance and regular work hours is critical to successful performance in this position.

Preferred Qualifications:

- Military experience or knowledge of local community, veteran groups, VA/DOD benefit programs, and VA/DOD specialized software.
- Experience in higher education setting.

**Physical and Environmental Demands:**

- Constantly requires sitting, repetitious finger and wrist movement, speaking clearly, hearing conversations, hearing (with acuity), seeing near and far with depth perception and color vision
- Occasionally requires standing, lifting, pulling, pushing, carrying, walking, and climbing, reaching both high and low
- Work is primarily indoors, but requires the incumbent to be in an outdoor environment when traveling between campus buildings or off campus
- Ability to interact verbally in person, over the telephone and via written and electronic media
- General lifting up to 35 pounds

Supervision Received:

Receives supervision and work assignments from the VA Coordinator/Senior School Certification Official and receives task, purpose, and priorities from the designated reporting supervisor listed above.

Supervision Exercised:

May be responsible for the coordination of work assignments for student employees.

Apply Online for this position at <https://snu.edu/employment/>

BENEFITS

Generous benefit structure including family health insurance plan (shared cost), long term disability, dental insurance, group life insurance, retirement matching, tuition remission, vacation, sick leave, personal days, and holidays.

Updated: August 17, 2020

**SOUTHERN NAZARENE UNIVERSITY
DIVERSITY STATEMENT**

Southern Nazarene University values each person created in the image of God, therefore, we also desire to be a community that reflects representation of diversity. We care about inclusion and equity through the refining of our character, the way we create culture and the way we serve Christ. Our University values reconciliation through God's love.

**SOUTHERN NAZARENE UNIVERSITY
NON-DISCRIMINATION/EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

Non-Discrimination/Equal Employment Opportunity Statement: Southern Nazarene University policy prohibits discrimination on the basis of race, sex, age, color, creed, national or ethnic origin, marital status, disability, genetic information, veterans status or any other legally protected class in the recruitment and admission of students, in all personnel actions or decisions including, but not necessarily limited to, recruitment, hiring, training, upgrading,



promotion, demotion, termination and salary, and in the operation of all university programs, activities, and services. Any concerns regarding discrimination on the basis of categories listed above should be addressed to the appropriate person:

Students contact:

Dean of Students
Southern Nazarene University
Office of Student Life
6612 NW 42nd St.
Webster Commons, Lower Level Suite 110A
Bethany, OK 73008
405-491-6336/ Email: kbradley@snu.edu

Employees contact:

Director of Human Resources (or immediate supervisor)
Southern Nazarene University
6729 NW Expressway
Bresee Hall, Room 306
Bethany, OK 73008
405-491-6333/ Email: gcollier@snu.edu

Chief Diversity Officer

Vice-President for Intercultural Learning and Engagement
Southern Nazarene University
6729 NW 39th Expressway
Bresee Suite 200
Bethany, OK 73008
405-491-6600/ Email: lcrouso@mail.snu.edu

Anyone with questions or concerns regarding sex discrimination or the university's compliance with Title IX can contact the university's Title IX Coordinator:

Executive Vice President

Southern Nazarene University
6729 NW Expressway
Bresee Suite 202
Bethany, OK 73008
[405-491-6306](tel:405-491-6306)/ Email: mredwine@snu.edu

TITLE IX DISCLOSURE

Regardless of other language in this policy notwithstanding, Sexual Harassment (including Sexual Assault, Domestic Violence, Dating Violence, and Stalking), as defined in the Sexual Harassment Policy, will be governed exclusively by the Sexual Harassment Policy and processes provided in it. All other forms of sex-based discrimination are governed by this policy, including sex-based Harassment, as defined in this policy, that does not rise to the level of Sexual Harassment as defined in the Sexual Harassment Policy.



Conduct that is initially raised through a formal complaint under the Sexual Harassment Policy may also be addressed under this policy, in the institution's discretion, when: (i) the conduct, or some part of it, may amount to a violation of this policy regardless of whether it meets the definition of Sexual Harassment under the Sexual Harassment Policy; (ii) the formal complaint, or some part of it, has been dismissed under the Sexual Harassment Policy; or (iii) a final determination of a formal complaint has been made under the Sexual Harassment Policy and separate or additional action may be necessary to enforce this policy.

Discrimination is material, adverse treatment of an individual based on a protected category. Harassment consists of unwelcome conduct on the basis of a Protected Category that explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.

A person's subjective belief that behavior is intimidating, hostile, or offensive does not make that behavior harassment. The behavior must create a hostile environment from both a subjective and objective perspective and must be so severe, persistent, or pervasive that it unreasonably interferes with, limits, or deprives a member of the community of the ability to participate in or to receive benefits, services, or opportunities from the university's education or employment programs and/or activities. In determining whether a hostile environment exists, the university examines the context, nature, scope, frequency, duration, and location of incidents, as well as the relationships of the persons involved.

- Non-sex-based VAWA crimes.

Note that, when addressing domestic violence, dating violence, and stalking that are not sex-based (i.e., that are not covered by the university's revised Sexual Harassment policy), the university will need to provide VAWA protections to the parties. Those are outlined on the slides below.

Under Title IX of the Education Amendments of 1972, Southern Nazarene University prohibits all unlawful discrimination on the basis of sex or gender in its educational programs and activities, except where the University has been granted exemptions from certain Title IX regulations on religious grounds, including the specific religious tenet of the University.

No individual will be subject to any form of retaliation, discipline, or other adverse action for reporting conduct in violation of the university's nondiscrimination/Equal Employment Opportunity Statement, assisting/cooperating in making a complaint, or assisting with the investigation of a complaint. Any individual who believes they have experienced or witnessed retaliation should immediately notify the appropriate member(s) of the administration as identified above. Those found to be engaging in any type of discrimination in violation of law or university policy will be subject to disciplinary action, up to and including dismissal or termination of employment.

*Christian faith and employment at Southern Nazarene University: Southern Nazarene University is an expression of the Church of the Nazarene. It reserves the right to prefer employees on the basis of religion (Title VII, Section 702-703, U.S. Civil Rights Act of 1964).