

JOB DESCRIPTION:	Veteran Affairs Manager		
DEPARTMENT:	Veteran Affairs		
REPORT TO:	VP of Student Affairs		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Exempt
CUPA HR CLASSIFICATION:	#410118	DATE APPROVED:	26-OCT-2020
		DATE MODIFIED:	11-JUN-2025

SUMMARY: Provide recruitment, program enrollment and guidance to qualified veterans and their dependent(s) and serves as the VA Certifying Official.

DUTIES:

1. Responsible for the overall management and operation of the Veteran's Center. Serves as a liaison between the University, community, the state, various boards, and national veteran's organizations.
2. Acts as the certifying official for enrollment certification and student eligibility for veterans under the program. Determines eligibility, ensures compliance, attendance, and enrollment changes for all approved monetary awards under the program. Acts as an advisor to potential and active students through counseling, developing potential career paths, and clubs and organizations while navigating military transcripts and the university approved courses.
3. Tracks and ensures completion of program requirements for all veterans enrolled under this program. Ensure accurate tuition and fees are processed. Maintains and manages reporting for all Air Force and Army Tuition Assistance to approved formats like AI Portal and Army Ignited.
4. Develops, applies, and manages annual budgets and seeks out additional funding to serve Veteran students, this includes working closely with the WNMU Foundation to create scholarships and fund accounts to service the Veteran campus population and community and application for additional funding.
5. Provides information and reports as needed or scheduled by the Department of Veteran's Affairs. Assists and manages internal and external audits of the program following federal guidelines.
6. Manages the VA Student Worker Program, including but not limited to recruitment of eligible students, hiring through process of resume screening and applications, maintaining contractual documents through the VA, and scheduling and submission of work hours within the office.
7. Coordinates all University related veteran's functions and programs. Provides referrals to available local resources to veterans in the program.
8. Assists and manages the recruitment and retention efforts for veterans within the region.
9. Interprets and adheres to federal laws that govern the Department of Veteran's Affairs educational benefits. Maintains yearly submissions to Military Friendly Surveys to ensure WNMU meets a military friendly standard and seeks out progressive improvement through surveys.
10. Develops and creates policy and procedures, strategic plans, and other office management documents to standardize process in compliance with university mission.
11. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and external). Models professional standards and ethics in accordance with WNMU philosophy.
12. Performs other duties as assigned.

REQUIREMENTS:

1. **Education /Background:** Bachelor's degree and 2 years working with veterans. Veteran status may be considered as experience. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Must have solid demonstrated knowledge of administrative functions. Must be knowledgeable of university policies and procedures and state and federal law application to the program. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications
3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid driver's license.
 - b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)