



**Class Title: Veteran Education Coordinator-Middle**

**Compensation Range: \$3,300 per month**

**MINIMUM QUALIFICATIONS:**

**Education and Experience:** Graduation from an accredited four-year college or university with a Bachelor's degree plus two years of professional level experience in veterans service work pertaining to benefits claims processing.

**JOB OVERVIEW:**

**Position Purpose:** Under limited supervision, this position provides professional educational, advising, coordinating, consulting, and affiliated services to individuals, higher education institutions, service providers, and communities within defined regions. Incumbents will provide professional level assistance and support to Veterans, military members, and their dependents by identifying, accessing, educating and connecting customers with benefits provided by the United States Department of Veterans Affairs (USDVA) and/or Tennessee Department of Veterans Services (TDVS) and/or the Tennessee Higher Education Commission (THEC) and/or other governmental units or private organizations. Further specific responsibilities include serving as a subject matter expert on higher education benefits and resources; providing direct benefit advising and assistance to clients accessing benefits; providing consulting, planning, and organization assistance to campuses, including the development, maintenance, and function of campus Veterans Resource Centers; public speaking for outreach, campus and community events; identify opportunities and work with partners to develop and initiate programs and services to address the needs of clients. Incumbents are expected to provide specialized expertise to customers transitioning from the military to higher education and from higher education to the workforce. Active duty military experience preferred. In-state travel is required for this position.

**Executive Service Position:** Reports directly to the regional Assistant Commissioner, Tennessee Department of Veterans Services.

**Location:** This position will be located in the Middle Tennessee region.

**WORK ACTIVITIES:**

**1. Benefits subject matter expert**

- a. Comprehend, interpret, and apply federal and state laws, rules, regulations, and TDVS procedures to provide assistive services to Veterans, service members and their dependents to maximize quality of life.
- b. Attend appropriate training, monitor legislative changes, and utilize other resources to ensure awareness of most up-to-date rules, procedures, laws, and resources.
- c. Initiate benefit claim and represent customers in the pursuit of benefits and services.
- d. Assist and examine applications, documentation, applicable evidence and required forms for completeness, accuracy and compliance with applicable rules and regulations.
- e. Determine what evidence is required to support and substantiate claims filed with USDVA on a case-by-case basis.
- f. Provide technical assistance, referral services, guidance, consultation, instruction and customer service to customers as previously defined.

**2. Advise, educate and advocate**

- a. Serve as a primary resource for veterans, service members, family members, service providers, higher education staff and all other stakeholders.
- b. In coordination with the federal, state, and local service areas, develop and maintain current information about all benefits, services, applications and processes in accordance with federal and state procedures and guidelines.
- c. Cultivate regional referral networks to ensure appropriate services are available. Serve as the central point for monitoring the appropriateness of services provided.
- d. Provide assistance to help clients develop comprehensive planning for financing higher education goals.
- e. Serve as subject matter expert during events as support, speaker or

presenter.

### **3. Collaborate with regional campuses**

- a. Serve as primary point of contact for the establishment and maintenance of a regional office and campus Veterans Resource Centers and multiple sites within assigned area.
- b. Serve as a primary point of contact and liaison for any activities related to veterans' education benefits and student veteran issues on regional campuses.
- c. This position will ensure that appropriate documentation of services and activities is forwarded to the TDVS and THEC in a timely manner.
- d. Provide training and expertise regarding Veterans' education benefits and student veteran issues to higher education institutions.

### **4. Coordinate and collaborate with service providers**

- a. Develop and maintain working relationships and provide on-going outreach to regional providers that serve Veterans, service members and their dependents such as TDVS, USDVA, CSO's, college certifying officials and Veteran Service Organizations.
- b. In addition, serve as an information resource for any topics related to veteran education benefits and student veteran issues.
- c. Provide training, identify needs, develop programs, share information, and collaborate for case work and effective services.

## **Knowledge, Skills, Abilities and Training:**

### **Knowledge:**

- a. Military Organization and structure
- b. Benefits and services available for Veterans, service members and dependents provided by federal, state and local organizations.
- c. College and university organizational structure as well as programs and services provided.
- d. Organization, management, data reporting as well as budgeting strategies and processes.

**Skills:**

- a. Effectively convey information verbally and in writing;
  - Prepare both oral and written presentations and documentation
  - Technical writing sufficient to compose claims, decisions, and appeals;
  - Reading comprehension sufficient to analyze complex regulations;
  - Effectively communicate about sensitive topics and information;
- b. Exceptional listener and comprehension skills
- c. Demonstrate effective human relations and diversity skills
- d. Demonstrate the ability to travel a minimum of 50% of obligated work time
- e. Demonstrate the ability to attend prescribed training/workshops and conferences;
- f. De-escalation methods;
- g. Organizational techniques;
- h. Professional courtesy and boundaries;
- i. Use of required technology;
  - Effectively use Microsoft Office software and VetraSpec Claims Management System to capture, process, and distribute information.
  - Develop spreadsheets and presentations as needed for informational purposes.
  - Obtain and maintain web-based access to USDVA systems, including MAP-D, Virtual VA, Shares, VBMS, VACOLS and also the U.S. Department of Defense system, DPRIS.

**Abilities:**

- a. Exercise honesty, integrity and morality in building trust and confidence;
- b. Work with challenging and distraught customers with respect and compassion;
- c. Treat confidential and sensitive data appropriately;
- d. Multi-task and prioritize complex and competing assignments;
- e. Meet project deadlines and/or negotiate alternatives appropriately with little supervision;
- f. Work cooperatively with others;
- g. Accept guidance and supervisions;
- h. Utilize creative and forward-thinking;
- i. Identify gaps and possible opportunities in services

**Training:**

- a. Obtain and maintain USDVA Accreditation in accordance with 38 C.F.R. and Tennessee Department of Veterans Services accreditation standards.
- b. Attend designated proficiency training and successfully pass the annual TDVS Service Officer Certification Test; achieving a minimal score of 70%.
- c. Attend leadership/agency courses as directed.

**TOOLS AND EQUIPMENT USED**

- Personal Computer
- Printer
- Telephone
- Fax Machine
- Copy Machines
- Digital Signature Pad
- Motor Vehicle

**Send resumes to:**

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Assistant Commissioner

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