

Veteran Specialist (IVC - Substitute)
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=261395>

Downloaded On: Aug. 20, 2025 8:14pm

Posted Aug. 20, 2025, set to expire Jan. 28, 2026

Job Title Veteran Specialist (IVC - Substitute)

Department

Institution South Orange County Community College District
Mission Viejo, California

Date Posted Aug. 20, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Administration - Student Affairs

Job Website <https://www.schooljobs.com/careers/socccd/jobs/5011929/veteran-specialist-ivc-substitute>

Apply By Email

Job Description

Application Instructions:

- Complete all sections and fields on the application and attach all required documents – incomplete applications may not be considered.
- Include all relevant education, training, and/or experience on the application.
- Do not include any personally identifiable, confidential, or otherwise unrequested information that does not pertain to job related factors (e.g., social security number, date of birth, pictures, etc.) on your application or attached documents.
- For job postings with a close date, all applications received by 11:59 PM (Pacific Time) on the job posting close date, will receive consideration.

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- For job postings with an initial screening date, all applications received by 11:59 PM (Pacific Time) on the job posting initial screening date, will receive priority consideration; however, typically the job posting will remain open, and continue to accept applications, until the position is filled.
- For job postings requiring professional references, include at least three (3) professional references from the following categories:

1. Current department chair(s) (for faculty) or supervisor(s);
2. Previous department chair(s) (for faculty) or supervisor(s) (from within the past five (5) years);
3. Master's thesis or Doctoral Dissertation advisor or supervisor (for faculty);
4. Colleague(s) or co-worker(s) who can address professional competency and skills relevant to the position; and/or
5. Other professional references.

Please note, professional references are typically contacted when a candidate is selected for, or as a finalist for, a position.

Description

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

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Under direction from the appropriate level manager or supervisor, performs various tasks supporting the daily operations of the assigned area; serves as a School Certifying Official (SCO) for the Veterans Office, working directly with veterans and the Veterans Administration (VA); provides information and assistance to students regarding Veterans Administration benefits. Performs a variety of specialized technical, clerical, and administrative support tasks relative to the assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This is the journey-level class in the Veterans Specialist series. Employees within this class are distinguished from the Senior Veterans Specialist in that the latter serves as a lead worker over lower-level staff and coordinates the daily operations of the assigned area. Receives functional and technical work direction from higher-level staff within assigned area. Employees at the Veterans Specialist level are fully aware of operating procedures and policies within the work unit.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Processes student applications for Veterans benefits; advises applicants of their entitlement, regulations, and policies pertaining to their enrollment; document status changes; responds to routine and specialized questions and requests such as requirements, application processes, and event participation; prepares, organizes, and sends correspondence, materials, and information to students regarding services offered; responds to more complex questions and inquiries regarding Veterans Administration benefits and tuition fees; resolves issues appropriate to the level of authority.

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Maintains current knowledge of the regulations, policies, and application requirements and eligibility criteria for assigned program; ensures compliance with School, College, and District policies and procedures as well as local, state, and federal codes, regulations, and laws related to the assigned area; maintains working knowledge of standard operating procedures within the area of assignment; uses District, College, State, and Federal regulations, policies, and procedures to provide accurate information to students, staff, faculty, and others; abides by all confidentiality practices required by department, state, and federal policies, laws, rules, and regulations.

Monitors students' academic progress; posts grades; updates files at semester completion for progress or delinquency; notifies student of reinstatement procedures; certifies student courses; submits annual requests for approval of the veterans' education program.

Assists in the coordination of day-to-day operations of the assigned program or area; performs administrative assistant duties and may serve as receptionist for the assigned area; communicates information in-person, electronically, or by telephone where judgment, knowledge, and interpretation of policies and procedures are necessary.

Establishes and maintains complex, interrelated filing systems including confidential files and student files; collects, compiles, and records narrative, statistical, and financial data and other information; researches and verifies information as requested; types, formats, proofreads, duplicates, and distributes a wide variety of correspondence, reports, and other materials according to established procedures, policies, and standards.

Operates a variety of office equipment and machines; learns to use modern technology as necessary to perform duties; utilizes electronic technology to correspond with others and to maintain assigned calendars, schedules, and appointments; utilizes various computer applications, software packages, and databases; prepares, maintains, and generates reports. Participates in updating the program website, as well as relevant social media sites, as required.

Maintains a calendar of activities, meetings, and events for the assigned area and assists in coordinating department-related events and deadlines.

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May submit maintenance work orders for repairs and cleaning as necessary; may prepare and submit information technology work orders as necessary for computers, devices, and peripherals; orders office supplies and other materials, as directed, ensuring their timely receipt and storage; maintains adequate inventory levels of supplies and equipment.

Participates in the selection of temporary staff for the assigned program; liaisons with Human Resources and Payroll, as necessary, to perform, process, and submit actions related to hiring and onboarding temporary staff, time entry, and other employment or payroll activities; acts as liaison with other campus and district departments and offices, as necessary; provides training, mentoring, and functional and technical work direction to assigned student workers, temporary and lower-level staff, and volunteers; reviews and validates completed work for accuracy.

May assist with monitoring and ensuring compliance with accreditation, audits, and other requirements for the assigned area.

Attends a variety of meetings, workshops, conferences, presentations, and training sessions as required; maintains compliance with mandatory trainings and certifications as directed by supervisor; attends and participates in diversity, equity and inclusion trainings and events; provides staff support to standing and ad hoc committees and other groups as assigned; takes notes or records proceedings; prepares and distributes agendas, background materials, and minutes as appropriate.

May assist supervisor with budget administration; tracks budget activity and resolves budget issues and problems; posts, monitors, and tracks invoices and other expenditures; processes budget/expense transfers; prepares purchase requisitions, check requests, independent contracts, and claims for reimbursement of special funds related to assignment; prepares, facilitates, and follows-up on contracts as needed; researches and contacts vendors/contractors for estimates and service, as appropriate.

Assists with the planning, preparation, coordination, marketing, logistics, and execution of small and large events and activities; liaisons with other departments and individuals as needed; prepares agendas and programs, schedules facilities, and procures refreshments, as needed.

Liaisons with other campus and district departments to promote events, programs, and initiatives through targeted marketing campaigns; may assist in preparing a variety of documents for publications and marketing pieces including brochures, flyers, event programs, and related materials; orders brochures, applications, and forms as necessary; receives, sorts, and delivers

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materials.

Participates in the planning and execution of veteran outreach programs and conducts orientation sessions for new and potential veteran students; answers questions and provides information concerning the college's expectations for academic achievement goals as they relate to veteran enrollment; attends various events and activities targeted at new or returning students and/or potential students; provides and distributes information and materials regarding programs and services to others; may represent the College at on- and off-campus meetings, conferences, community/outreach events, and high school career and college fairs; provides presentations to classrooms regarding program activities as needed.

Maintains assigned area(s) in a safe, clean, and orderly environment; assures compliance with established safety procedures and regulations; refers unresolved problems to supervisor.

Fosters a collaborative and inclusive environment that promotes creativity and professionalism; establishes and maintains cooperative working relationships with students, staff, and faculty, as well as various outside groups to ensure efficient, effective, and correct implementation of program objectives.

Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Federal, state, and institutional regulations related to Veterans Administration (VA) educational benefits, including eligibility criteria, certification requirements, and compliance procedures.

VA systems and platforms used for benefit certification, enrollment reporting, and academic progress tracking.

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Policies and procedures of the Department of Veterans Affairs.

Philosophy, operational characteristics, services, activities, goals, and objectives of the assigned area; specialized functions, activities, operations, rules, regulations, requirements, and restrictions related to the area of assignment; terminology, techniques, equipment, materials, principles, theories, practices, and procedures related to the area of assignment.

Pertinent federal, state, and local laws, codes, rules, regulations, policies, and procedures related to the area of assignment.

Current office practices, procedures, methods, and computer equipment, software, peripherals, devices, and applications related to the work; word processing, desktop publishing, spreadsheets, and databases.

Generating and preparing reports from systems and databases; basic principles, practices, and procedures of administrative research; principles and practices used to establish and maintain files and information retrieval systems; principles, practice, and procedures of fiscal, statistical, and administrative record keeping; principles and procedures of business letter writing; work organization and basic office management principles and practices.

Processes, procedures, and practices of budget and contract preparation and administration; accounting principles and procedures.

Effective written and oral communication skills in English, including correct usage, grammar, spelling, punctuation, and vocabulary.

Basic mathematical concepts.

Principles, practices, and techniques used in public speaking, public relations, outreach, marketing, and providing excellent customer service.

Techniques to facilitate effective interaction with people on an individual or group basis.

Interpersonal skills using tact, patience, and courtesy.

Principles and practices of providing training, work direction, and guidance to lower-level office staff and student workers.

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Diverse racial, ethnic, and cultural backgrounds, sexual orientations, gender identities, religions, disabilities, ages, and socio-economic statuses of others.

Confidentiality requirements when dealing with sensitive information.

Occupational hazards and standard safety policies and procedures.

District and College organization, operations, policies, and objectives.

Ability to:

Serve as a School Certifying Official (SCO), accurately certify enrollment and submit required documentation to the VA in compliance with all applicable laws and timelines.

Analyze and verify student eligibility for veterans' educational benefits.

Interpret and clearly explain complex veteran benefits regulations, policies, and procedures to students, staff, and the public.

Learn and understand the organization and operation of the assigned department as necessary to assume assigned responsibilities; understand, explain, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances; work within the policies, functions, and requirements of area of assignment; use District, College, State, and Federal laws, regulations, policies, and procedures to provide accurate information to students, staff, faculty, and others; abide by all confidentiality practices required by department, state, and federal policies, laws, rules, and regulations; adhere to and enforce procedures and guidelines.

Perform a range of administrative and programmatic duties of a specialized nature. Implement the operations, services, and activities of the assigned area; participate in activities that effectively accomplish the goals, objectives, and procedures of the assigned area.

Operate office equipment including hardware, software, peripherals, and devices supporting word processing, desktop publishing, database management, and spreadsheets; type or enter data at a speed necessary for successful job performance; research, compile, analyze, and interpret data and information; maintain accurate filing, record keeping, and tracking systems; apply excellent organization skills and attention to detail; compose and prepare correspondence and

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memoranda; prepare documentation, reports, and other written materials.

Communicate clearly and concisely, both orally and in writing in English; demonstrate correct English usage, grammar, spelling, punctuation, and vocabulary; understand and follow oral and written directions in English; listen actively and effectively.

Develop, maintain, and foster effective cooperative, collaborative, and inclusive working relationships involving interactions and communications in person, electronically, by phone, and in writing; work with, and exhibit sensitivity to, and understanding of, persons with diverse racial, ethnic, and cultural backgrounds, sexual orientations, gender identities, religions, disabilities, ages, and socio-economic statuses on a regular, ongoing basis.

Effectively represent the assigned area to the College and outside individuals and agencies to accomplish the goals and objectives of the unit.

Interact extensively with and respond to requests and inquiries from students, faculty, staff, and the public; effectively present information in person, electronically, or by telephone to students, staff, or the public; provide excellent customer service.

Work effectively under pressure with frequent interruptions and a high degree of public contact on a variety of tasks concurrently while meeting established deadlines and changing priorities; concentrate on detailed tasks for extended periods of time; work confidentially, independently, and collaboratively.

Exercise good judgment, discretion, and personal initiative in resolving confidential, difficult, and sensitive situations, according to established policies and procedures; use sound judgment in recognizing scope of authority; maintain critical and sensitive information, records, and reports confidentially.

Provide functional and technical work direction and training to assigned staff, student workers, and volunteers.

Report to work on a regular and consistent basis, as scheduled, to assigned job.

Maintain the cleanliness, safety, and organization of assigned area; ensure adherence to safe work practices and procedures; monitor activities in assigned area and enforce policies for proper use and behavior.

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Attend a variety of meetings, workshops, conferences, presentations, and training sessions on- and off-site, as required; maintain compliance with mandatory trainings and certifications as directed by supervisor; attend and participate in diversity, equity, and inclusion trainings and events.

Work occasional evening/weekend shifts, as required.

Perform related duties as required.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to two years of college level course work in finance, accounting, business administration or a related field.

Experience:

Two years of increasingly responsible experience in student services or a related field, preferably working with military connected students with an emphasis in veterans' benefits.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

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Environment: Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, academic and classified staff and others. At least minimal environmental controls are in place to assure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Supplemental Information

Work Schedule: **TBD** – Schedule and shift vary and are subject to change in accordance with the department's needs.

Hours per Week: Up to **25**

Employment Conditions and Information:

This is a short-term, temporary, hourly Non-Bargaining Unit (NBU) assignment, not to exceed 160 days and 960 hours per fiscal year (July 1st through June 30th). **Short-term, temporary NBU positions may only be used on an intermittent, seasonal, or project basis.**

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Education Code Section 88003 states "Short-term employee means any person who is employed to perform a service for the district, upon the completion of which, the service required or similar services will not be extended or needed on a continuing basis."

After successful completion of the onboarding requirements, an individual may be employed by the South Orange County Community College District (SOCCCD) as a short-term, temporary NBU employee. Employment will be on an "if and as needed" basis, as determined by the SOCCCD. The assignment may be shortened or extended at any time, due to departmental needs, with little to no notice. NBU employment is at-will, and either party may terminate this working relationship at any time. Neither party shall be required to provide any reason for the separation. NBU employees shall not have reemployment rights or recourse to petition to be reinstated.

NBU employees are limited to working in a single position for a single department and site (assignments are onsite only).

NBU employees are paid on a monthly basis. The payroll reporting period is from the 1st of the month to the last day of the month. NBU employees are paid on the 10th of the following month.

Example: For the following reporting period: January 1st through January 31st, the NBU employee will be paid on February 10th.

NBU employees who work more than 1000 hours per fiscal year are required to contribute to the California Public Employees Retirement System (CalPERS), through payroll deduction. The SOCCCD does not intend to employ NBU employees for more than 960 hours during any fiscal year.

Notice to all Candidates for Employment:

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. The South Orange County Community College District (SOCCCD) will not sponsor any visa applications.

Employees must reside in California while employed with the SOCCCD.

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California Public Employees Retirement System and California State Teachers Retirement System:

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with the SOCCCD will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the SOCCCD to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

Disability Accommodations:

If you require special accommodations in the application and/or evaluation process, please notify Human Resources at least two (2) business days prior to the job posting close or initial screening date, by either calling (949) 582-4850 or sending an e-mail to hrrinfodesk@socccd.edu.

Attendance Requirement:

All SOCCCD employees are required to report to work on a regular and consistent basis, as scheduled, to assigned job.

Campus Crime and Safety Awareness:

Information regarding campus crime and safety awareness can be found at www.ivc.edu or www.saddleback.edu. Paper copies are available in the Human Resources office upon request.

Non-Discrimination Notice:

The SOCCCD provides access to its services, classes, and programs without regard to national origin, immigration status, religion, age, gender, gender identity, gender expression, race, ethnicity, color, medical condition, military and veteran status, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or because they are perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics.

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California Fair Chance Act:

The SOCCCD will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if the SOCCCD is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report.

Diversity, Equity, Inclusion and Equal Employment Opportunity:

The SOCCCD is looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community.

The SOCCCD is committed to ensuring that all students have the opportunity to succeed in their classes and as such, to eliminating institutional barriers that disproportionately impact students of color. Irvine Valley College and Saddleback College are deeply committed to fostering an inclusive environment where students, staff, and faculty from diverse backgrounds can thrive academically and professionally.

Irvine Valley College (IVC) serves approximately 21,584 students, reflecting a rich diversity: 41% Asian, 2% Black/African-American, 21% Hispanic/Latino, 8% Southwest Asian and North African, 5% two or more races, and 21% White in Fall 2024.

Similarly, Saddleback College (SC) serves around 25,789 students, with demographics showing 12% Asian, 2% Black/African-American, 29% Hispanic/Latino, 5% two or more races, and 47% White in Fall 2024.

These numbers underscore the importance of our commitment to eliminating equity gaps across all student demographics through implementing dynamic, student-centered practices and policies. To support the academic and career success of our diverse student body, we seek a candidate who will actively contribute to our mission of inclusivity and support. The ideal candidate's values will align with SOCCCD's goals for Diversity, Equity, and Inclusion (DEI) and Equal Employment Opportunity (EEO).

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THE SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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