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### Veteran Affairs Coordinator

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### Posting Details

#### Posting Summary

<b>Position Title</b>	Veteran Affairs Coordinator
<b>Position Number</b>	197493
<b>Status</b>	Full Time
<b>Executive</b>	President's Area
<b>Division</b>	VP for Enrollment Management
<b>Department</b>	VP for Enrollment Management P6001
<b>Primary Campus/Site</b>	NY - New York City Downtown Campus
<b>Grant Funded?</b>	No
<b>Position Summary</b>	The Veterans Affairs Coordinator serves as the main point of contact for all active duty and veteran students at Pace University. The Coordinator assists enrolled veterans and active military students with their interactions with

other departments including Admissions, OSA, Financial Aid, Advising, Student Affairs, Career Services and Government Relations. He/She works with OSA colleagues to assure compliance with federal, state and university directives in relation to veteran/dependent US Department of Veterans Affairs educational benefits. The Coordinator works with college faculty and other university counselors to remain current with transferability of courses, majors, and admissions requirements and performs other duties to ensure student success.

The Coordinator plans, organizes, and implements community outreach activities as well as special projects focused on active military and veterans attending Pace University. The activities will include a veterans-focused orientation program on both the NYC and PLV campuses and teaching or serving as a co-instructor for the veteran University 101 class. The coordinator is responsible for organizing and staffing the Veterans Affairs Task Force and the Student Veteran Association.

The Veterans' Affairs Coordinator will work with the dean of admissions and admissions counselors to develop recruitment plans and to assess the success of programs that increase military and veteran enrollment at Pace University. The Coordinator will assist with implementation of such programs; work with enrollment marketing to prepare outreach information (flyers, brochures, newsletters, etc.) for distribution to internal and external stakeholders and students; and work with the university colleagues to provide assistance, training (including preparing and presenting workshops and training for faculty and staff), and consultation for college personnel, faculty, and community members regarding the unique experience that veteran and active military students bring to the campus as well as the reasonable accommodation process.

The Veterans Coordinator serves as an integral member of the enrollment management team and participates in marketing activities and events to increase enrollment and persistence on both the NYC and PLV campuses. He/she will support the division of enrollment management in achieving veteran enrollment goals. This position will support the overall success of Veterans at Pace by performing other related duties as assigned.

- Provide students with superior customer service as an advocate and advisor throughout the academic cycle.
- Counsel prospective and enrolled student veterans and dependents by offering a single point of contact for coordination of all University services.
- Is fully versed with all aspects of benefit certification and works in partnership with the Registrar, Student Financial Services, and the Financial Aid & Scholarship Office on VA benefits certification requirements to ensure timely and accurate processing of enrollment and benefit records with the VA. Work with colleagues to ensure compliance with Federal, State, U.S. Department of Veterans Affairs and local laws, regulations and practices.
- Serve as advisor to the Veterans Student Organization.
- Organize and staff the Veterans Affairs Task Force
- Conduct outreach and recruitment in coordination with admissions offices

**Position Duties**

- Work with academic advisors to monitor the courses pursued by a student to certify to VA only those courses that apply to the student's program; attend VA mandated meetings.
- Work with Academic Advising to facilitate Degree progress check-ins with each GI Bill Student.
- Stay abreast of government policies/regulations/federal mandates/education codes.
- Lead various academic initiatives to assist with the smooth transition from military training to degree progress
- Advise students with on campus/community resources and maintain resource list.
- Work with Career Services to advise students with Career Planning/Goal setting of education/degree.
- Provide campus/community programs and promote a campus climate that values veterans.
- Assist in the coordination and implementation of orientation activities
- Write an annual report on the accomplishments of the position
- Perform other such duties as may be assigned from time to time
- Bachelor's degree, or equivalent combination of education and experience required.
- Demonstrated customer service skills.
- Thorough knowledge of Veterans educational benefits; including Veterans, Active Duty, Reserves, National Guard and dependents benefits. Familiarity with Veterans Administration certification and military benefits. Knowledge of GI Bills, Federal, State, and County laws and guidelines related to veterans, military members, and their families.
- Knowledge of relevant governmental organizational structures, such as the Department of Veteran Affairs, for the purpose of advocating and assisting student veterans, military service members, and their dependents.
- Excellent collaborative interpersonal and organizational skills required.
- Thorough knowledge of office methods, procedures and practices; grammar, business writing, punctuation, and spelling.
- Ability to work with a diverse student body and foster sensitivity to diverse issues in a university setting.
- Ability to advise students individually and in groups on routine matters where required.
- Ability to identify conflict, problem solve, and resolve student problems and concerns in the most efficient manner possible.
- Ability to use tact and sensitivity to ensure students' understanding of complex information.
- Ability to collaborate with campus partners and work through complex issues pertaining to student data/records/financials/admissions
- Ability to interpret and apply policies and procedures independently and use judgment and discretion to act when precedents do not exist.
- Strong written, verbal, and organizational skills and excellent customer service and public relations skills.

**Position  
Qualifications**

- Ability to prioritize, supervise, coordinate, integrate and handle multiple tasks.
- Ability to compose and appropriately format correspondence and reports.
- Regular and reliable attendance is required.

**PREFERRED QUALIFICATIONS:**

- Military service.
- Two years of experience working directly with student veterans in higher education.
- Experience planning major programs and events.
- Experience creating and delivering workshops.
- One to two years of experience processing GI Bill benefits.

**Work Hours** Monday-Friday 9AM to 5PM; additional hours as needed

**Posting Detail Information**

**Posting Number** S00482P

**Job Open Date** 03/10/2019

**Job Close Date** 04/10/2019

**Open Until Filled** No

**Special Instructions to Applicant**

Pace University has a proud history of preparing its diverse student body for a lifetime of professional success as a result of its unique program that combines rigorous academics and real-world experiences. Pace is ranked the #1 private, four-year college in the nation for upward economic mobility by Harvard University's Opportunity Insights, evidence of the transformative education the University provides.

**About the Institution**

From its beginnings as an accounting school in 1906, Pace has grown to three campuses, enrolling 13,000 students in bachelor's, master's, and doctoral programs in more than 150 majors and programs, across a range of disciplines: arts, sciences, business, health care, technology, law, education, and more. The university also has one of the most competitive performing arts programs in the country. Pace has a signature, newly renovated campus in New York City, located in the heart of vibrant Lower Manhattan, next to Wall Street and City Hall, and two campuses in Westchester County, New York: a 200-acre picturesque Pleasantville Campus and a Law School in White Plains.

**AA/EEO Statement**

Pace University is an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans and individuals with disabilities are encouraged to apply.

**Benefits Offered**

<http://www.pace.edu/human-resources/compensation-benefits/prospective-full-time-employee>

**Quicklink for Posting** <http://careers.pace.edu/postings/10596>

## Supplemental Questions

Required fields are indicated with an asterisk (\*).

1. \* How did you hear about this employment opportunity?
  - Public Job Posting
  - Internal Job Posting
  - Agency Referral
  - Advertisement/Publication
  - Personal Referral
  - Website
  - Other
2. \* If you selected other, please specify:

(Open Ended Question)

3. \* Are you a graduate of Pace University?
  - Yes
  - No

## Applicant Documents

### Required Documents

1. Resume
2. Cover Letter

### Optional Documents

#### [NYC Campus](#)

One Pace Plaza  
New York, NY 10038

#### [Pleasantville Campus](#)

861 Bedford Road  
Pleasantville, NY 10570

#### [School of Law](#)

78 North Broadway  
White Plains, New York 10603

#### [Valhalla Office](#)

100 Summit Lake Drive  
3rd Floor  
Valhalla, NY 10595