



Student Services Specialist, Veteran Student Services
Temporary, Part-time (25 hours/week)
Hourly Rate: \$17.00

Position Details

The Student Services Specialist assists the program coordinator with managing the day-to-day operations through data entry and tracking of academic progress, oversight of student mentors, case management resources, student engagement and connection; and recruitment, events, and training for the Veteran Peer Mentorship Program.

Position Responsibilities

Program Operations of the Veteran Peer Mentorship Program

Develops and maintains the program operational handbook; develops and maintains the mentor resources guide; researches further development opportunities to continue growth of the program; recruits and hires veteran peer mentors and mentees; develops and administers the program's surveys; develops program marketing and recruitment efforts; plans program information sessions and handling of new student inquiries; and manages mentors'/mentees' participation in program.

Case Management/Academic Tracking

Manages record keeping system to track program outcomes; manages data entry in student program systems; manages mentor activity reports and academic performance checks; and assists program coordinator in the review and submission of quarterly reports.

Training and Development

Develops training for peer mentors; and promotes mentors'/mentees' engagement and professional development initiatives.

Team Planning, Collaboration, and Communication

Participates in team meetings; assists program coordinator in the planning and implementation of established program goals; and directs weekly announcements to engage, connect, and support mentors and mentees.

Special Events

Manages program events to include mentor training days, semester award ceremonies and other special events.

Competencies/Qualifications

Knowledge, skills, and abilities

- Ability to successfully complete ongoing mandatory campus training

- Ability to supervise and direct the work of student employees
- Ability to work with minimum supervision
- Knowledge of related policies and procedures
- Analytical, decision making, and problems solving skills
- Possess intermediate computer skills
- Ability to communicate effectively verbally and in writing
- Ability to gather data, compile information, and prepare reports
- Ability to use tact and discretion when dealing with a variety of items
- Ability to maintain confidentiality and use discretion when sharing information

Preferred knowledge, skills, and abilities

- Basic knowledge of the resources on and off campus available for the veteran population, especially services and programs offered by the VA
- Ability to form partnerships on campus and in the community and seek out community resources
- Strong oral and written communications
- Strong organizational, time management, and data management skills
- Proven ability to work effectively both individually and as part of a team
- Ability to multi-task and problem solve while meeting established deadlines
- Ability to provide exemplary customer service

Education/Experience

- High school diploma or GED required
- Bachelor's degree preferred

Required level/type of experience and/or years of experience

- Two years of relevant experience or an equivalent combination of education and experience

Preferred level/type of experience and/or years of experience

- Office experience in a university setting preferred
- Experience working with military or veteran populations preferred

To Apply

Email your resumé/CV and cover letter as a single PDF to Squoia Holmes, Assistant Director for Veteran Student Services; Veteran Peer Mentorship Program Coordinator, at squoia-holmes@utc.edu. Questions can be addressed to Squoia at squoia-holmes@utc.edu or 423-425-4663. Please submit all application materials by **July 15, 2021**.

The University of Tennessee Chattanooga is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA institution. All qualified applicants will receive equal consideration for employment and will not be discriminated against on the basis of race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or protected veteran status.