

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: VETERANS AFFAIRS SCHOOL CERTIFYING OFFICIAL
(Part-time – Not to exceed 25 hours per week)

PAY GRADE: C-4

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

Perform customer service duties related to the smooth operation of the Veteran's Success Center including assisting students with applying for federal and state veteran's education benefits, processing documents, and providing accurate information to students, parents and employees.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: High school diploma required. Associate's degree preferred, preferably in business, customer service or student development-related area.
2. Years of experience in the field: One year of work experience required, preferably in a post-secondary educational environment. Customer service experience is also required.
3. Special skills or abilities related to the position: Knowledge of Veteran's Administration rules and regulations and/or Veteran's educational benefits; ability to acquire knowledge of procedures, rules, and regulations; positive human relations skills; ability to perform data entry and verify information on a computer for extended periods. Serve as a VA Certifying Official in servicing veterans and their dependents with VA certifications and related tasks. This position may require a flexible work schedule to include nights, weekends, and possible holidays.

ESSENTIAL JOB FUNCTIONS:

1. Prepare and process VA enrollment certifications and other VA forms.
2. Provide support clarifying regulations, policies, and procedures for staff, other college personnel, student applicants and their families.
3. Check the programs of VA students for course drops and courses out of program (non-VA transcripts and files may be processed only to the extent necessary to separate them from VA student records).
4. Check VA student attendance records and process certification of absence forms.
5. Submit enrollment status changes to VA for veterans and other eligible persons.
6. Apprise supervisors of any internal problems which may affect service to VA students. Keep up to date on current VA rules and benefits, and complete annual VA School Certifying Officer renewal credentials.
7. Assist VA students in applying for educational benefits.
8. Maintain records of VA students and make available for inspection.
9. Conduct or participate in workshops, orientations, or other sessions to provide standardized information across a multi-campus environment. Attend VA conferences.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as necessary)

PHYSICAL DEMANDS:

The physical demands described here 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 functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting and bending.

ENVIRONMENTAL CONDITIONS

- Works inside in an office environment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Veterans Success Center, Ocala Campus

SUPERVISOR OF POSITION: Coordinator – Veterans Affairs