

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: VETERANS AFFAIRS SPECIALIST (P/T)

PAY GRADE: C-6

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

Conduct the delivery of college-wide VA student services and provide leadership, guidance and direction. Develop and enhance current systems to provide best practices in the delivery of VA services while interacting with federal and state Veterans Administration policies and regulations.

At the College of Central Florida, our vision is "To be the first choice for quality higher education in our community." 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: Associate degree required, preferably in business, customer service or student development related area.
2. Years of experience in field: Two years of work experience required, preferably in a post-secondary educational environment. Customer service experience also required.
3. Special skills or abilities related to 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 of time. Serve as the Veterans 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. Manage college-wide veteran affairs functions.

Title changed to match 2014-15 salary schedule.
Revised – 11/15/12 from F/T to P/T

ESSENTIAL JOB FUNCTIONS (continued):

2. Manage college-wide veteran affairs functions.
3. Prepare and process VA enrollment certifications and other VA forms.
4. Administer Office of VA Student Services processes and procedures.
5. 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).
6. Check VA student attendance records and process certification of absence forms.
7. Keep VA informed of the enrollment status of veterans and other eligible persons.
8. Keep SAA informed of new programs, changes in programs, institutional changes, etc.
9. Apprise supervisors of any internal problems which may affect service to VA students. Keep up to date on current VA rules and benefits.
10. Assist VA students in applying for educational benefits.
11. Maintain records of VA students and make available for inspection.
12. Provide support clarifying regulations, policies, and procedures for staff, other college personnel, student applicants and their families.
13. Conduct in-service training to enrollment services staff to achieve standardization in a multi-campus environment; conduct workshops and 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)

ESSENTIAL PHYSICAL SKILLS

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without hearing aid).
- Ability to communicate both orally and in writing.
- Ability to type the prescribed words per minute accurately.
- Ability to access file cabinets for filing and retrieval of data.
- Ability to sit at a desk and view a display screen for extended periods of time.
- Ability to access input and retrieve information from a computer.
- Moderate (15 to 44 pounds) lifting and carrying.
- Walking
- Standing

ENVIRONMENTAL CONDITIONS

- Works inside in an office environment.

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

PRIMARY LOCATION OF JOB: Office of Financial Aid, Ocala Campus

SUPERVISOR OF POSITION: Coordinator of Financial Aid

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