Veterans Affairs Specialist

Job Code 50033891

General Description
Advise and assist students on VA educational benefits process by determining eligibility, assisting with application processing, certifying tuition adjustments and coursework payment.

Examples of Duties
Review VA Educational Benefits criteria to determine: which courses are certifiable; changes in coursework/payment; and the process to certify coursework for payment.
Advise/counsel students in a timely manner in order to meet required deadlines.
Audit VA files, certifications, and corrections for accuracy/documentation.
Oversee and assist the filing and tracking system VA student files.
Assist customers on phone and in person in a courteous and helpful manner.
Establish and maintain federal and state training requirements as a School Certifying Official.

Knowledge, Skills, and Abilities
Knowledge of: University policies and procedures; eligibility and enrollment process for VA educational benefits; Hazlewood Act, Chapter 31 and Department of Veteran’s Affairs benefits.
Skill in: understanding written and verbal instruction; practicing excellent customer service; demonstrating professionalism and remaining calm under pressure; exercising good judgement; demonstrating effective communication with students in order to facilitate enrollment process.
Ability to: read and interpret university policy; perform basic math; process paperwork and complete audits.

Experience and Education
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements