

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2014**

**VETERAN AFFAIRS ENROLLMENT SERVICES PROCESSOR**

**FLSA STATUS: NON-EXEMPT – PAY GRADE: 9 – C**

**JOB FAMILY: STUDENT SERVICES    JOB FUNCTION: STUDENT SERVICES**

**GENERAL STATEMENT OF JOB**

The Veteran Affairs Enrollment Services Processor reviews, analyzes, verifies, maintains, and processes veteran students' enrollment certifications and corrections. This position applies Federal and State regulatory guidelines related to veterans' affairs, and standard departmental and organizational procedures and specialized departmental knowledge in performing assigned tasks. An employee in this position collects and compiles information, and prepares records and reports.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Processes routine internal and/or external communications and correspondence with students and with the Veterans Administration (VA), providing information, responding to routine inquiries and resolving routine problems. Processes a large volume of required notifications and mailings to students each term.

Collects, interprets, compiles, and verifies data in the preparation of forms and reports relating to veterans affairs.

Prepares and submits reports, data, VA certifications and corrections within prescribed time frames and deadlines to facilitate timely processing of benefits for students.

Interfaces with students, campus staff, and the Veterans Administration to resolve problems relating to overpayment, underpayment, and nonpayment of benefits. Provides professional customer service and works cooperatively and collaboratively with students, faculty and staff.

Provides relevant and accurate information in person, by electronic means and by telephone to all Veterans Affairs inquiries related to G.I. Bill education benefits.

Provide basic Level I Federal Aid information to Veterans who may be eligible for funds through the Title IV program.

Assist Veterans with basic information pertaining to Free Application for Federal Student Aid (FAFSA).

Process veterans benefits aid documentation for vocational programs (clock hour, PSAV).

Process Chapter 31 Vocational Rehabilitation benefits documentation for veterans.

Performs detailed reviews of veteran students' courses and programs of study against degree requirements, and coordinates with students and campus staff regarding requirements related to VA certification and eligibility.

Reconcile veteran's accounts between the VA and the college Finance Department as often as daily.

Contact Registrar office as required to resolve related admission/registration issues ( i.e. error codes, program of study changes, grade date conflicts and admission application input ).

Provides required coordination in the scheduling and execution of assigned functions.

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Coordinates the VA work-study student assistants program for multiple campuses and centers.

Inputs, updates, and maintains computer database and manual records for assigned functions and makes proficient use of computer applications such as Excel and Word.

Performs administrative duties that require a high degree of multi-tasking, attention to detail, independent judgment, strong administrative, office management as well as organizational and presentation skills.

Reviews VA application forms for completeness and correctness, and coordinates appropriate completion and corrections.

Perform assigned Quality Control functions and report results to Lead Processor to ensure accurate and timely processing of veterans documentation.

Provides training to VA work-study students on procedures for processing VA applications, enrollment procedures, and use of online screens relating to VA processing.

Checks time sheets for time worked by VA work-study assistants and forwards them to the VA for pay processing.

Plans and attends meetings related to assigned specialized functions, as required.

Maintains veteran students' degree and course of study files.

Performs other related duties, as assigned.

### **SUPERVISION RECEIVED**

Supervision is received from a responsible manager or supervisor.

### **SUPERVISION EXERCISED**

May exercise supervision over student workers or part-time employees.

## **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

### **MINIMUM QUALIFICATIONS**

Requires a high school diploma or high school equivalency supplemented by at least one (1) year of related experience.

### **PREFERRED QUALIFICATION**

Preferred qualifications are an associate degree and (2) years experience in a related field.

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

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**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

**Language Ability:** Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

**Numerical Aptitude:** Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

**Manual Dexterity:** Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** May not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).