

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2023**

VETERAN AFFAIRS ENROLLMENT CERTIFYING OFFICIAL

FLSA STATUS: NON-EXEMPT – PAY GRADE: 13 – C

JOB FAMILY: STUDENT SERVICES

JOB FUNCTION: STUDENT SERVICES

GENERAL STATEMENT OF JOB

The Veteran Affairs Enrollment Certifying Official provides comprehensive guidance in the College's Military and Veterans Affairs Enrollment Services office. This position also assists in the development and enhancement of current systems to provide the best practices in the delivery of Veterans Administration (VA) services while interacting with Federal and State Veterans Affairs Administration for delivery of VA policies and regulations.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Advises Veteran students on program plan requirements, financial aid, student awards, low GPA issues, academic or refund appeals, and mitigating circumstances.

Provides direction in planning and designing new methods for delivering direct and support services to veteran recipients; ensures that defined veteran affairs procedures are consistently and continuously followed college-wide.

Assigns and reviews processors daily work for discrepancies prior to transmitting to Veterans Administration Regional Office (VARO) processing.

Assists the lead certifying official liaison between FSCJ, Veterans Administration, and supporting agencies concerning recordkeeping, VA educational benefits eligibility, producing reports, and VA Principles of Excellent online complaint system.

Assists the lead certifying official review the College catalogue and identifies program changes and curriculum service documents for discontinued, newly developed, or revised programs and submits to VA for approval and updates.

Assists Bursar, Financial Aid, and Registrar in clearing VA student files for debt reconciliation, Financial Aid disbursements, and program of study updates.

Researches, responds to, and resolves all VA related issues.

Creates, revises, and/or maintains all VA training manuals, brochures, calendar, job control runs and websites.

Assists in interviews and recommendations for hire.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

Associate's degree supplemented by a two (2) years of related experience or high school diploma or high school equivalency plus four (4) years of related experience.

PREFERRED QUALIFICATIONS

Bachelor's degree or higher supplemented by two (2) years of related experience processing VA educational benefits.

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

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.

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).

Effective: 11/1/23