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Developed by: JH, CJ
Reviewed by: DLJ
Approved by:LK
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UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Coordinator, Veterans Benefits Certification
DIVISION: Academic Affairs (Enrollment Services)
REPORTS TO: Senior Associate Director – Records and Registration, Enrollment Services
GRADE: 10
SUPERVISES: Enrollment Services Representatives, Graduate Assistants and Undergraduate Students

BASIC FUNCTION:

Evaluate and process Department of Veterans Affairs (VA) education benefits, verify student benefit eligibility, help students through the benefit application process, update benefit information on a continuous basis in VA and/or University systems, run and review queries to monitor student' academic progress noting any concerns, ensure the school maintains compliance with all VA and state policies as they relate to VA educational benefits, keep supervisor and staff informed of any pertinent changes to related VA education policies, codes students and certify benefits according to their respective benefit programs, coordinate with the Billing and Financial Aid regarding payment information as it relates to VA educational benefit programs, manage two Enrollment Service Representatives (ESR) trained as VA certifying officials.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provide effective customer service by having a thorough understanding of applicable academic regulations, rules, laws, policies, and procedures related to Veterans Certification functions and applying that knowledge to the provision of information, problem solving, and information processing.

Maintain the integrity of academic and VA related records by understanding the information contained in various databases, changing, correcting, or modifying that information accurately and in compliance the academic regulations, correctly interpreting that information and explaining it to students, staff, and faculty, as needed, and reviewing reports to identify errors.

Answer general questions regarding the admissions process, graduation process, overall VA benefits process, the VA Work Study process, and transfer credit process. Make appropriate referrals when needed to academic support, counseling center, student life, health services and to the Assistant Director of Veteran Affairs and Military Programs.

Serve as a School Certifying Official by processing VA benefit certifications through the appropriate systems, verify student benefit eligibility for applicable benefits, and ensure the university maintains compliance with all related federal, state, and/or University policies.

Monitor VA and University systems to ensure accurate and up-to-date records, terminating records as appropriate, noting all graduations and changes in student status, informing supervisors of any issues with student VA records, and coordinating appropriate support for students by working with the Assistant Director of Veteran Affairs and Military Programs.

Coordinate VA/military benefit programs within Enrollment Services with Financial Aid, Billing and Collections, and other University offices as appropriate to ensure timely payments are being made to the University and its entities in the manner prescribed by VA and school policy.

In coordination with Assistant Director of Veteran Affairs and Military Programs, facilitate the enrollment process by providing information about changes of schedules, withdrawals, refunds grading policies and procedures, deadlines, cancellation and rebuilding of schedules, grade appeals, transfer evaluations, academic advisement, prerequisites, drops, permissions, overloads, special courses, etc. to the Veterans/Dependent student population in a timely manner.

Manage ESR staff trained as certifying officials.

Remain competent and current through required and self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, attending training and/or courses as required by the supervisor and VA, and providing updates to the supervisor and other staff regarding any information that relates to the University's VA benefit certification processes as a result of new information gained at training sessions.

Contribute to the overall success of the Office of Enrollment Services by performing all other duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES:

Attend and participate in meetings and on committees related to Veteran Students and Dependents receiving benefits.

Act as primary liaison with the Assistant Director of Veteran Affairs and Military Programs in the Dean of Students Office.

Perform additional duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers, word processing, and spreadsheet software. PeopleSoft. Microsoft Office.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum of three years combined experience in student records, academic advising in an academic program setting, and/or, billing and financial aid; Minimum of two years working with Veterans Certification; Demonstrated strong verbal and interpersonal skills; Demonstrated proficiency in written communication skills; Demonstrated ability to navigate complex administrative systems (i.e., Academic, Financial Aid, Billing, PeopleSoft, VAONCE, LMS System, Webpages, etc.); Demonstrated experience with Microsoft Word, Excel and PowerPoint; Demonstrated experience with PeopleSoft or related SIS system; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Master's Degree; Demonstrated experience with PeopleSoft; and, Minimum of three years of experience in general enrollment services administration at a research university, including a minimum of three years managing Veterans Certification processes.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.