University of Wisconsin-Superior
Position Description
University Services Associate 2
(Office of the Registrar)

POSITION SUMMARY:
Reporting to the Registrar, this .5 FTE position will be responsible for administering all aspects of the Student Veterans Benefits Program. The Veteran’s Officer is responsible for determination, certification and monitoring of eligibility of veterans’ benefits. Execution of these complex responsibilities requires knowledge of and compliance with various county, state and federal laws, University policies, and the regulations and operating procedures of numerous external agencies. This position serves as Veterans Certifying Official in the administration of multiple educational state and federal programs available to approximately 150 veterans through the Department of Veterans Affairs upon their enrollment at the University.

50%
A. Manage the Veterans Affairs Program in the Registrar’s Office
   A.1 Coordinate, compose and edit lists of all eligible veterans receiving benefits and veteran students’ remaining eligibility data for the Financial Aid Office.
   A.2 Maintain file for each student veteran applying for benefits and monitor student veterans’ eligibility on a daily basis.
   A.3 Work in conjunction with the student veterans, their parents, Dean of Students, Accounts Receivable and Financial Aid Office in time of military activation to coordinate withdrawals, drop and/or incompletes for those students called to active duty; coordinate correspondence between all concerned personnel.
   A.4 Represent the University at state and national meetings established for veterans certifying officials (including, but not limited to, the Association of Veterans Education Certifying Officials (AVECO) and the WACRAO Veterans Certifying Officials Workshop) to maintain current knowledge base and to network with certifying officials from other institutions; serve as resource contact to other offices and individuals, both on- and off-campus, concerning veterans’ educational benefits and current veterans’ legislation.
   A.5 Recruit, hire, train, and supervise student workers in accordance with the Department of Veterans Affairs work-study program; assign and review work; process work study applications, certifying hours completed and verifying to VA for payment; compiling earnings records and reports as requested.
   A.6 Determine and monitor budget allocations for veterans office.
   A.7 Prepare and routinely update procedures manual for veterans’ certifications.

34%
B. Process VA forms and certifications
   B.1 Independently process, review and verify student veteran certifications for accuracy, including certification of enrollment, successful completion of classes, calculation of correct tuition and fee amounts for the US Department of Veterans Affairs, Federal Vocational Rehabilitation Program, Wisconsin Department of Veterans Affairs, and the Wisconsin Department of Military Affairs (including the Tuition and Fee Reimbursement Grant and the Part-Time Study Grant).
   B.2 Coordinate eligibility documents with the Department of Veterans Affairs, Reserve and National Guard components, and various branches of the Armed Forces.
   B.3 Complete by specified deadlines certifications of enrollment and changes in enrollment status of student receiving veterans benefits to the appropriate agencies via electronic transfer (VACert) or hardcopy, as appropriate.
   B.4 Troubleshoot any problems arising with VACert in coordination with St. Louis Regional Processing Office personnel.
B.5 Independently investigate and resolve problems student veterans encounter regarding timely processing of their veterans claims and payment of their educational benefits.
B.6 Assist with billing for Chapter 31 Veterans Vocational Rehabilitation for program.
B.7 Ensure and maintain compliance with federal and state regulations regarding the eligibility of the veterans program on campus and oversee standards of progress (including incompletes, withdrawals, suspensions).
B.8 Review Degree Progress Reports to ensure student veteran is enrolled in required courses.

2% C. Budget & Student Workers
C.1 Recruit, hire, train and supervise student workers in accordance with the Department of Veterans Affairs work-study program.
C.2 Process work study applications
C.3 Assign and review work
C.4 Certify hours completed and verify to VA for payment
C.5 Determine and monitor veterans budget allocated to the Registrar’s Office

10% D. Advise Veterans on Federal & State VA benefits
D.1 Inform and counsel student veterans on the federal and state programs available, the proper use of benefits, and assist student veterans in completion of the appropriate forms.
D.2 Counsel students on how program changes (withdrawals, major changes, etc.) will affect their benefits.

4% E. Serve as campus contact with U.S. Department of Veterans Affairs
E.1 Maintain routine contact with DVA Educational Liaison Representative (ELR) for the St. Louis Regional Processing Office (RPO), Department of Military Affairs, Department of Defense and Department of Veterans Education points of contact with Federal and State auditors to ensure compliance with State and Federal laws, providing documentation as requested by Federal and State DVA auditors and State Educational Approval Board auditors.
E.2 Coordinate audit visits with appropriate Federal and State auditors to ensure compliance with State and Federal laws, providing documentation as requested by Federal and State DVA auditors and State Educational Approval Board auditors.

Knowledge, Skills & Abilities
- Excellent communication skills, strong customer service orientation and the ability to interact with a wide variety of people (faculty, staff, students and the public) in a friendly, professional manner.
- Understand and interpret the Legislative Acts, operating codes and regulations of the educational programs administered through the US Department of Veterans Affairs (DVA), Wisconsin Department of Veterans Affairs, and the Wisconsin Department of Military Affairs.
- Strong organizational and time management skills required.
- Ability to perceive where discretion is necessary and maintain the strictest confidentiality.
- Ability to multitask effectively.
- Two to three years experience in an administrative support activity preferred.
- Computer skills: PeopleSoft Admissions/Application Processes, MS Word and Microsoft Outlook Mail.
- Basic office skills required: word processing, filing, and answering telephones.
- Ability to work independently with minimal supervision.