Office of the Registrar  
Position Description (100%)  
University Services Associate  
VA Coordinator & Office Assistant

POSITION SUMMARY:  
Reporting to the Registrar, this full-time position will be responsible for administering all aspects of the Student Veterans Benefits Program serving as the Veterans Certifying Official in the administration of multiple educational state and federal programs available to approximately 150 veteran students. This position requires extensive interaction with the public, faculty and staff; current and past students, parents, and visiting guests. This position is responsible purging files as well as processing registration (including Continuing Ed) drops and adds and office forms. Execution of these 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 as well as maintain confidentiality.

25%  
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 Inform and counsel student veterans on the federal and state programs available, using benefits, and assisting student veterans in completion of the appropriate forms.  
A.6 Counsel students on how program changes (withdrawals, major changes, etc.) will affect their benefits.

18%  
B. Process VA forms and certifications  
B.1 Electronically submit successful completion of classes, calculation of correct tuition and fee amounts, certifications of enrollment and changes in enrollment status of student receiving veterans benefits, by specified deadlines, to the US Department of Veterans Affairs, Federal Vocational Rehabilitation Program, Wisconsin Department of Veterans Affairs, and the Wisconsin Department of Military Affairs.  
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 Independently investigate and resolve problems student veterans encounter regarding timely processing of their veterans claims and payment of their educational benefits including any problems arising with VACert in coordination with St. Louis Regional Processing Office personnel.  
B.4 Assist with billing for Chapter 31 Veterans Vocational Rehabilitation for program.  
B.5 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.6 Review Degree Progress Reports to ensure student veteran is enrolled in required courses.

2%  
C. Serve as campus contact with U.S. Department of Veterans Affairs  
C.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
C.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.

20%

D. Greet and Direct Office Traffic
D.1 In absence of the transcript clerk, answer all in-coming phone calls to the Office.
D.2 Greet all who enter the Office.
D.3 Be aware of other stations and manage traffic flow especially when dedicated project time is needed by staff members.
D.4 Handle questions, complaints and needs of students, staff, faculty and public as presented.
D.5 Provide directory information as requested.
D.6 Provide information to faculty and students regarding policies which affect academic records, referencing university policies.
D.7 In absence of the transcript clerk, answer phone directing students in detail how to apply for transcripts through the mail. Receipt, print, validate and mail out rush other transcripts.
D.8 Provide lists of student names, emails, etc. upon request and receipt of $75.00

9%

E. Window/Counter Registrations Including Drop/Adds
E.1 Process all registrations from original forms, overrides, drops and adds

9%

F. Continuing Education Registration
F.1 Review registrations for accuracy when received.
F.2 Determine re-entry eligibility for any that enrollees who were past students.
F.3 Admit, matriculate and term activate, and determine residency for each student.
F.4 Run legacy and PS transcripts to compare and reconcile the accuracy of the transcript once re-admitted and enrolled.
F.5 Enroll each student in the course on registration form.
F.6 Inform Registrar to create grade rosters and ensure courses are graded.

7%

E. Maintain Budget, Process Travel, Monitor Equipment & Supplies
E.1 Maintain office budges and advise Registrar as needed (especially as the fiscal year ends)
E.2 Review monthly charges, verify accuracy and resolve any discrepancies.
E.3 Administer purchase procedures for office, identify proper accounts for purchase and prepare purchase requisitions or direct purchase through credit card.
E.4 Check-in equipment and supplies as received and verify proper quantity and price.
E.5 Report issues with copier, charge back other accounts for usage.
E.6 Place all work orders.
E.7 Complete all travel requisitions and make hotel/flight/conference reservations as requested.

1%

G. Enter Pass/Fail Agreements
G.1. Receive Pass/Fail forms and process

2%

H. Coordinate De-Registration Process for Non-Payment
H.1 De-register students from their courses as directed from Cashiers Office
H.2 Notify students that their registration has been cancelled
H.3 Coordinate re-registration when notified that payment has been made to Cashiers

2%

I. Coordinate Student Cancellation Process
I.1 Determine official date of cancellation working with the Cashier’s Office to assure the date is appropriate when fee are going to be assessed.
I.2 Assist Registrar/Cashier’s Office with documentation and communication to correctly assess the situation to know which date to apply.
I.3 Notify appropriate offices and departments of the cancellation/withdrawals indicating the official date of action.
I.4 Provide statistical information on cancellations as requested.
J. Additional Duties

J.1. Unlock and lock the office each day.
J.2. Read and answer or forward all emails sent to the Registrar’s email account.
J.3. Open and disperse incoming mail.
J.4. Other duties as assigned
J.5. Update student addresses & name changes in PeopleSoft.

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, MS Word, Excel and Outlook.
- Basic office skills required: word processing, filing, and answering telephones.
- Ability to work independently with minimal supervision.
- Willingness to attend training, conferences, workshops, webinars to upgrade and/or learn additional skills.