

Specialist, Veteran Affairs

FLSA Status: Non-Exempt

Pay Grade: 12

Job Title ID: 12258

Job Series/Job Family: Student Support & Success Series / Financial Aid & Veterans Affairs Family

Reports To

Manager, Veterans Affairs

Job Purpose

To provide information and guidance to students and others regarding the Department of Veteran Affairs educational benefits, eligibility, and educational objectives; provide assistance with various job duties of the Financial Aid Specialist as required.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Provides information and guidance in the areas of Department of Veteran Affairs (DVA) educational benefits and eligibility, educational objectives and degree/vocational opportunities; assists students in applying for a wide variety of DVA programs.
2. Interprets and applies federal and state regulations to all aspects of student aid programs, and specializes in Veteran student aid.
3. Reviews academic evaluations, enrollment, and student requirements to insure compliance with DVA, TWC regulations, and ACC policies and procedures.
4. Prepares and reviews appropriate documentation necessary for certification of student's veterans educational entitlements to DVA educational benefits.
5. Monitors veteran students' academic progress, course enrollment, and other reporting requirements to DVA.
6. Acts as a liaison between DVA Vocational Rehabilitation Specialist and disabled veterans; controls the issuance of forms used to cover educational costs.
7. Provides guidance to students and parents regarding financial aid programs, application procedures, award packaging, and debt management; may conduct entrance and exit interviews.
8. Reviews student's financial aid applications, performs need analysis, and determines eligibility based on federal and state regulations, and available funds; awards financial aid and certifies student loan applications.
9. Participates in outreach programs to area high schools and other agencies as required.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- US Department of Veteran Affairs (DVA) Educational Benefits.
- Federal and state regulations pertaining to financial aid programs.
- Processes for providing academic advising to veteran students.
- Enrollment processes for disabled veterans under the Vocational Rehabilitation Program.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Interpreting federal and state regulations pertaining to student financial aid programs.
- Complying with federal and state veterans affairs regulations.
- Reviewing financial aid applications and certifying veteran student's entitlements for educational benefits.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Two years student financial aid, veterans affairs, and/or related work experience.

Preferred

- Interviewing and counseling work experience.

Education

Required

- Bachelor's degree in related field.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.