



## Classification Description

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**Job Title: Veterans and Military Services Specialist II Pay Grade: 110**

**Job Code: 4324**

**FLSA Status: Exempt**

### **Job Purpose**

This is responsible and specialized work for FSW's Office of Veterans and Military Services. This position maintains in-depth knowledge of Veterans Affairs Education benefits, Federal Tuition Assistance, and various Financial Aid programs. The role requires attention to detail, accuracy, and the ability to work under pressure. Reporting directly to the Manager of Veterans and Military Services, this position supports students in all aspects of their journey at FSW from admission to graduation. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

### **General Responsibilities**

#### **Essential Functions**

All staff in the Office of Veteran and Military Services are expected to serve students in a manner that prepares students for success.

Provides accurate and professional service to students and others seeking information regarding Veteran benefits.

Provides accurate and professional service to active duty service members, veterans, and their eligible dependents seeking information regarding veteran benefits.

Serves as VA Certifying Official. Submits accurate and timely enrollment certifications, adjustments and amendments in accordance with VA rules to Enrollment Management. Monitors changes to student enrollment and updates VA as required.

Reports student program graduations and unsatisfactory standards of progress to VA in a timely manner.

Remains familiar with FSW degree and certificate programs and maintains an understanding of graduation requirements. Works with Student Success Advisor colleagues to assist students in understanding requirements for their degree programs and what can and cannot be funded by VA education benefits.

Researches and provides resolutions to routine/standard VA Education Benefit queries. Assists with student account and financial aid questions.

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Provides relevant, accurate and timely information in person, by electronic means, and by telephone to all Veterans and Military Services inquiries.

Assists students in the application process for VA education benefits and FAFSA.

Maintains files ensuring accuracy and security of student information. Assists in annual retention schedule process. Enters student records and maintains accuracy of the College's database.

Assists with annual compliancy reviews, as directed.

Acts as a liaison between the College and the regional VA offices to provide information on College procedures and to resolve problems regarding eligibility and payment of VA education benefits.

Designated point of contact for active duty service members. Directs students to Education Service Officer (ESO), military counselor, or Service to receive approval for Federal Tuition Assistance (TA). Provides service members with information regarding Federal Financial Aid counseling, FSW scholarship opportunities, and VA education benefits. Works with service members to ensure access to specialized support across campus in regards to academic and career counseling, disability counseling (Office of Adaptive Services), and other student support services, such as Academic Support and Peer Tutoring.

Remains current in knowledge of, and provides accurate information to, students and staff related to Veterans Affairs Education benefits, Federal Tuition Assistance, Federal Financial Aid (Pell, SEOG, Work Study, and student loans), Florida grants and scholarships, and Institutional scholarships,

Remains current in knowledge of federal, state, and institutional rules and regulations related to financial aid.

Serves as back-up in the absence of Processor/Customer Service team member.

Produces ad hoc reports utilizing various College systems, as needed.

Represents Office of Veterans and Military Services at various school and local events.

Provides relevant and accurate information in person, by electronic means including email and chat, to inquires related to tuition fees, cash/credit card payments, refunds, TIP, HIP, 1098T, Bank Mobile, collections, and other student account inquiries.

May provide daily general direction and supervision to VA Work Study students, as assigned.

### **Essential Functions – May support one or a combination of the following specializations:**

#### **Customer Service**

Serves as liaison between Veteran and Military Services and Academic Advising, (attends Academic Advising departmental meetings), Registration, Financial Aid, Admissions and other departments as needed.

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### **Processing**

Processes payments from VA, posting funds to student accounts, reversing funds and returning funds as needed and assures accuracy.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited institute of higher education in a related field.

Two (2) years of professional full-time work experience in veterans' affairs, financial aid or related higher education field. An appropriate combination of education and/or experience may be substituted.

Ability to independently travel to other locations for College business.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

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### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: October 23, 2024.