

Job Description

Position Title: School Certifying Official

Job Family: Student Services

Job Level: Support & Service - Senior

FLSA Status: Non-Exempt

Salary Grade: 03

Position Summary:

The School Certifying Official manages the certification of all students using GI Bill benefits. The School Certifying Official provides services in the Veteran Services Office located at the Northwest Campus. Ensures Veterans Administration (VA) compliance regarding certifications and certification changes, graduation, and student academic progress. The School Certifying Official collaborates with other College student service departments and Federal and State VA agencies on behalf of VA funded students.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Processes and submits all Military-Connected Students enrollment information to the VA for students using VA education benefits.
2. Completes VA mandated training at webinars, state, and national conferences and VA training webinars to maintain mandatory VA school Certifying Official status. Adheres to VA compliance rules and regulations, to include college, state and federal rules, regulations, policies and laws.
3. Acts as a liaison between the student and the VA focusing on individualized student assistance regarding benefit eligibility, payment issues, or other benefit issues.
4. Analyzes incoming billing and refunding related to VA tuition and fee payments. Formulates solutions based on finding and notifies supervisor of any discrepancies or unusual occurrences.
5. Provides VA regulatory assistance to Military & Academic Advisors, and students via department email, or telephone. Provides input on improvements related to departmental processes.
6. Develops solutions to complex VA funding issues while working with the College, the VA Regional Processing Office and VA Debt Management Center.
7. Participates in a variety of College workshops, meetings and training sessions; Leads Veteran Benefit Recipient Information Sessions; Takes part in department activities such as Veterans Day Celebration and Veterans Graduation Program and Dinner.
8. Provides services related to daily operations of the Veteran Services Office. Greets students, answers phone, manages Veteran email inbox, in charge of all Veteran Benefit Recipient digital student files, and processes interoffice mail and reconciles VA and DMC letters.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of applicable benefits and services for students served.
2. Knowledge of administrative procedures and practices.
3. Knowledge of internal and external customer service principles and practices.
4. Skill in effective communication (both written and oral).
5. Skill problem solving.
6. Skill in public speaking.
7. Ability to develop and maintain effective and positive working relationships.
8. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Associate's degree required.
- Three (3) to five (5) years of related experience.
- Must pass School Certifying Official certification exam within first year of employment.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Background Check Required