

COCC Veterans Work Study:
Veterans Benefits Office Assistant Position



Posting Type:	Veterans Work-Study for 2022-2023 *Student Veteran Position Only*
Position Title:	Veterans Benefits Office Assistant
Posting Date:	9/27/2022
Closing Date:	Open until filled for the academic year 2022-23
Length of Position:	Temporary, as needed per term
Anticipated Start Date:	10/17/2022
Position Type:	Non-Benefited Veterans Work-Study Student Position
FTE:	10-25 hours per week
Salary Level:	In compliance with Veterans Work-Study salary guideline
Starting Pay Range	\$13.50/hr
Hours per Week:	As Identified in Award Letter
Work Schedule:	Per Schedule
Days of the Week:	Per Schedule
Is a Criminal History Check required?	Yes
Is a Credit History Check Required?	No
Open Until Filled	Yes

A. Position Description

To assist the Student Certifying Officials in general office duties, specific to serving veteran students.

B. Position Description Duties

Duties will include:

- Assisting in the compiling, maintaining, and organizing of VA student files, including filing
- VA student correspondence
- VA student campus tours
- Disseminating general VA education benefit information
- Staffing student veteran window and veterans center/lounge
- Maintaining COCC's Veterans Center space
- Supporting Student Veterans Club
- Completing VA student data entry
- Providing additional VA School Certifying Official (SCO) support, as needed

Duties may also include:

- Coordinating times to call or meet with student veterans
- Providing informal support to student veterans to increase their awareness of resources
- Referring student veterans to university, federal, and community resources, as needed
- Completing all interactions and outreach logs on a regular basis
- Increasing campus awareness of the peer advisor program and the specific needs of student veterans
- Helping recruit and train new Peer Veteran Advisors
- Helping identify veterans who would benefit from participating in peer mentorship
- Identifying on-campus, VA, and community resources for use by Peer Advisors and student veterans
- Serving as a campus ambassador for the student veterans' program, creating awareness of the program and the issues facing student veterans
- Reviewing logs created by Peer Advisors and help with connection to additional resources
- Holding bi-weekly meetings with Peer Advisors
- Documenting activities using the online reporting structure
- Relaying pertinent information to appropriate university staff
- Planning educational and social programming for veteran students
- Developing content and material for student veteran's newsletter
- Assisting in the maintenance and content development of COCC Veterans Services webpage
- Providing support for events that promote VA benefits and services

C. Essential Responsibilities

- Daily filing and file maintenance
- Weekly mailings and pre-stuffing packets

- Maintaining brochure racks
- Maintaining counter forms and supplies
- On-site shredding
- Creating, scanning, and preparing new student files
- Closing and destruction of old student files
- Assisting Veteran Coordinator with filing
- Providing assistance for School Certifying Officials when assigned for outreach, workshops, presentations and/or events

C. Knowledge, Skills and Abilities

Individuals must possess these knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the duties and responsibilities of the job, with or without reasonable accommodation, using some other combination of skills and abilities. The individual is expected to follow College work rules and policies.

- Ability to communicate effectively with students, staff, and faculty from diverse backgrounds.
- Ability to manage conflicts within and/or between groups and to work in a team environment.
- Ability to be accurate and detail-oriented.
- Ability to remain flexible and do different tasks on a daily basis.
- Ability to provide consistent and dependable customer service.
- Ability to develop strong working relationships with people from different cultural backgrounds and other aspects of human diversity.
- Ability to use software programs and database systems which include Microsoft Office Suite, email, website editing, basic desktop publishing, and modern office equipment.

D.1. Minimum Qualifications:

1. Must have been awarded and accepted Veterans Work-Study for 2022-2023.
2. Must maintain ¾ time student status per Veterans Work-Study requirements.
3. Must be meeting Satisfactory Academic Progress for financial aid.

D.2. Preferred Qualifications:

Terms of Employment:

- This is a part-time (<.50 FTE) Veterans Work Study position.
- Must have been awarded and accepted Veterans Work-Study for 2022-2023.
- Requires flexible work schedule, which may include evenings and/or weekends.
- Must be meeting Satisfactory Academic Progress for financial aid.
- Upon hire, must pass criminal history; only information relevant to the position will be considered.

Application Process

1. Complete COCC's Veterans Work-Study application and submit it to vetsed@cocc.edu.
2. If you have not done so already, apply for Veterans Work-Study by completing [VA Form 22-8691](#).
 - a. Once completed, email a copy of the completed form to vetsed@cocc.edu or submit a hard copy to COCC's Certifying Official.
3. Submit COCC's Volunteer background check to vetsed@cocc.edu or to Site Supervisor.
4. Check your COCC email for an update from Veterans Services staff on your application status. If selected, you will be contacted for an interview.

COCC Veterans Work Study Site Supervisors

Sue Pierce, Veterans Certifying Official
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