



# Trinity Valley Community College

## Job Description

### Student Financial Aid Specialist- Veterans

#### **COMMITMENT TO MISSION**

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect and accountability to TVCC students and employees is essential.

#### **PRIMARY PURPOSE:**

Perform duties of a routine or semi-routine nature within the financial aid office.

#### **REPORTS TO:**

Director of Student Financial Aid and Veteran's Services

#### **SUPERVISES:**

None

#### **EDUCATION AND EXPERIENCE QUALIFICATIONS:**

##### **EDUCATION REQUIRED:**

High school diploma or GED

##### **PREFERRED:**

Associates Degree or equivalent office work experience

##### **EXPERIENCE REQUIRED:**

Three (3) years of office work experience required. Two (2) years of office work experience if candidate possesses an Associate's Degree.

##### **PREFERRED:**

Extensive knowledge and interpretation skills of regulations relating to veterans programs and higher education topics. Familiarity with all VA Chapter benefits and Hazelwood Exemptions, VA online reporting tool – VAOnce Tungsten Network, Texas Hazelwood Act thru Texas Veterans Commission, and Security Sensitivity.

#### **OTHER LICENSES OR CERTIFICATIONS:**

VA School Certifying Officer Certificate

#### **KNOWLEDGE AND SKILLS REQUIRED:**

- Typing/Data Entry
- Computer software proficiency – Microsoft Office
- Operating equipment – office or otherwise
- Written and oral communication
- Interpersonal and/or customer service skills
- Public Speaking/Presenting
- Bookkeeping
- Basic Math
- Leadership/ Management
- Attention to detail
- Time management
- Organization
- Federal Regulations and Directives
- Operational Systems and procedures
- Compliance Law
- Administrative practices
- Advertising/Marketing practices
- Website design

**The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.**



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#### RESPONSIBILITIES:

- Prepare and maintain all records pertaining to VA.
- Provide VA information to students and parents.
- Resolve problems with VA checks.
- Assist veterans with any changes in paperwork or programs.
- Insure the correct and proper processing of VA paperwork.
- Enter incarcerated financial aid information into the computer.
- Administer, reconcile and complete reporting for all work-study programs.
- Ensure that the Financial Aid webpage is up-to-date and meets both state and federal regulations.
- Assist in academically advising Veteran student.
- Assist student financial aid personnel when necessary.
- Assist Director of Student Financial Aid and Veterans' Services in preparation of forms, reports, or any paperwork necessary.
- Work collaboratively with director and college administration, faculty, staff, and students to ensure student success.
- Counsel Veteran applicants, students, parents and representatives concerning Veteran Benefit information.
- Process student registration forms for Veterans Administration certification following the guidelines outlined in the Veterans Administration Certifying Official handbook.
- Submit required reports to the Veterans Administration concerning student status. Maintain Veterans benefit records for compliance with the Veterans Administration in accordance with VA requirements.
- Create, maintain, and verify payments received accurately for the Colleague student sponsorship billing for Chapter 33 and Chapter 31VRE with the Business Office.
- Maintain current knowledge of rules and regulations. Provides individual or group sessions at the time of registration, graduation application, or as needed.
- Assist with consumer information and compliance.
- Attend training to keep in compliance and maintain knowledge of current rules and regulations of federal and state laws.
- Assist with veteran's events, advisement, application processes, referrals, registration support, and overall veteran support to ensure success.
- Utilize computer and technical skills and knowledge to prepare data reporting, improve utilization of student on-line tools and advise students regarding program services, admissions, financial aid, and support services.
- Process drops, changes of courses, etc., in Colleague from Advising, Registrar, and Business Office making necessary adjustments in VA Once within 30 days of change.
- Complete reports to Department of Veteran Affairs and Texas Veterans Commission by due dates.
- Meet with students and others to provide advisement related to admissions, financial aid, registration, and graduation, while ensuring VA compliance.
- Other duties as assigned by appropriate supervisory personnel.

#### WORKING CONDITIONS:

#### TOOLS/EQUIPMENT USED:

- Standard office equipment
- Personal computer and peripherals
- Calculator
- Multi-line phone system
- Copier
- Fax machine

#### PHYSICAL DEMANDS:

- Requires stooping, kneeling, crouching, reaching, finger dexterity, talking, hearing, repetitive motions, seeing, sedentary work, and computer work.

#### MENTAL DEMANDS:

All TVCC positions are security sensitive and require a criminal background check.



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- Work space restricts movement: Less than 25% of the time
- Emotional control under stress: Less than 25% of the time
- Frequent interruptions: Less than 25% of the time

**OTHER DEMANDS:**

None

*The above job description has been reviewed with the employee and it was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.*

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

Approved: 7/18/01

Revised: 9/29/2021

<b>Classification:</b>	Staff	<b>Coordinating/Non-Coordinating:</b>	NC
<b>FLSA Status:</b>	Non-Exempt	<b>TVCC Job Code:</b>	1249
<b>DBM:</b>	A	<b>Travel Required:</b>	Less than 25% of the time
<b>IPDEDS/SOC CODE:</b>	25-9099	<b>Employment Status:</b>	Full-Time
<b>Salary Grade:</b>	145	<b>Length:</b>	12 Months
<b>FUND:</b>	001	<b>TRS POS. CODE</b>	TRS 01

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