

**Position Title:** VA Work Study  
**Office:** Military and Veterans Student Success Center  
**Reports to:** Assistant Director, Military and Veterans Student Success Center  
**Date:** Fall 2019

## **GENERAL JOB DESCRIPTION**

Veteran Work Study students work within the Military and Veteran Student Success Center (MVSSC) and provide support to the School Certifying Officials and to military and veterans students, as well as eligible dependents, with tasks related to new and continuing students at FAU receiving veteran education benefits.

## **DUTIES AND RESPONSIBILITIES**

- Assist veteran and dependent students with general inquiries about veteran benefits, available center resources and activities, Veteran Owls registered student organization, scholarships, FAFSA, and directing students to other university support services.
- Maintaining positive relationships with student support services in order to provide appropriate referral services
- Collect and compile data related to center utilization rates, customer satisfaction, and program participation
- Assist with the development and distribution of accurate and current Veterans Affairs Office publications to relevant constituencies (brochures, flyers, posters and web content).
- Support Certifying Officials by assisting with the collection, cataloguing, and compiling appropriate documents and/or files needed for compliance and necessary for VA and /or student files.
- Assist with maintaining regulatory, information security and confidentiality compliance in accordance with federal, state and FAU guidelines.
- Participation in the Veteran Owls student group, including recruitment, outreach, and programing efforts within the campus community.
- Assist with planning and implementation of “Side by Side” Career Readiness Program
- Assist with development, planning, and execution of engagement programs and activities
- Assist with recruitment events and college visits as needed.
- Customer service responsibilities such as front desk duties, answering phone calls, sending and receiving emails.
- Complete other tasks and duties as assigned in order to support the mission of the MVSSC.

## **Education and Experience Required**

- Must be proficient in Microsoft Office Programs.
- Must have good written and verbal communication skills.
- Must be receiving VA educational benefits and enrolled  $\frac{3}{4}$  time or greater.
- Must be in good academic and disciplinary standing.

## OTHER REQUIREMENTS

- May be required to complete Student Affairs' Core Training, VA Once Training, Banner Training and other relevant training depending on the scope of responsibilities required of the student
- Requires attire and appearance appropriate for a professional office.
- May require lifting 20-25lbs, standing or sitting for substantial amount of time, and the ability to work both indoors and outdoors
- May require evening or weekend hours