

JOB INFORMATION

Effective Date	9/12/2023
Job Code:	3534
Job Title:	Coordinator of Veteran Services
Salary Grade/Structure:	180 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	30-Professional Non-Faculty
Job Function:	Student Engagement
Job Family:	Student Programs
Job Summary	The Coordinator evaluates and processes Department of Veterans Affairs (VA) education benefits, verifies student benefit eligibility, updates benefit information on a continuous basis in VA and/or University systems, reviews queries to monitor student academic progress, assists students with questions related to benefits, ensures the university maintains compliance with all state and federal policies as they relate to VA education benefits.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Bachelor's Degree		Required	

Work Experience

Experience	Experience Details	Required/Preferred	
Some	Three years of experience in records management, administrative support, or a related field.	Required	
Considerable	Experience working as a Certifying official for a higher education institution.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	Certification with Veterans Affairs to process benefits.	Upon Hire	Preferred	

Licenses and Certifications

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Knowledge, Skills and Abilities

KSAs	Proficiency
• Knowledge of military environment and culture.	Basic
• Knowledge of VA education benefits and resources.	Basic
• Knowledge of applicable laws and regulations of assigned section.	Basic
• Knowledge of Microsoft Suite, VA Once, PeopleSoft/Campus Solutions.	Skilled
• Proficient organizational skills.	Basic
• Must have strong oral and written communication skills.	Basic
• Ability to provide technical assistance to management, research investigators, and staff regarding VA education benefits process.	Skilled
• Ability to learn and follow complex procedures and detailed policies.	Basic
• Ability to work under time-pressure with hard deadlines.	Skilled
• Ability to develop knowledge of, respect for, and skills to engage with those of other cultures and backgrounds.	Basic

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Manage and coordinate the processing of Veterans Affairs education benefits by verifying enrollment, reviews student account charges and fees, along with managing documents submitted by students.	50%
• Maintain knowledge of state and federal regulations and its impact on VA education benefits.	10%
• Process certification/verification requests across all veteran-related bills with enrollment type and amount charges for certification for the VA, and assist students with questions related to state and federal education benefits.	10%
• Maintain correspondence with military-affiliated students to provide them with the latest news on benefits, processes, and procedures. Ensure that data and documents are submitted to the Texas Veterans Commission every semester.	10%
• Ensure all records remain safe and confidential and that the privacy of the VA student is protected.	5%
• Coordinates VA education benefits with campus offices to ensure all requests are processed in a manner prescribed by the VA school policy.	5%
• Ensure VA students are aware of their responsibility to the school and address inquiries about payment and benefit issues.	5%
• Other duties as assigned	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking				X		
Sitting				X		
Lifting			X			
Carrying			X			
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping			X			
Kneeling			X			
Crouching			X			
Crawling		X				
Reaching			X			
Handling			X			
Grasping		X				
Feeling			X			
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination			X			

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold	X				
Extreme heat	X				
Humid	X				
Wet	X				
Noise	X				
Hazards	X				
Temperature Change	X				
Atmospheric Conditions	X				
Vibration	X				

Travel Requirements

Estimated Amount	Brief Description
0%	