

The Office of Military & Veterans Services, which is under the Vice Provost and Dean of Undergraduate Education

Working Title: **Veterans Benefits Specialist**

Classified Position or A&P Position

Assists students and their families requesting and receiving financial aid from the GI Bill and all other Federal military programs; coordinates application processing between students, Department of Veterans Affairs, Department of Defense, OSU and the State Department of Education; counsels students/parents concerning financial aid and eligibility requirements; identifies, maintains, & analyzes data on OSU military and veteran students to include producing reports on outcomes such as retention and graduation rates; solves problems, acts on appeals and maintains confidentiality; attends training such as annual VA workshops; submits bulletins to Ohio Department of Education on a yearly basis; assists with audits; is a subject matter expert with VA policies and OSU related data.

Duties:

65% Counsels students/parents regarding eligibility, available benefits and financial aid procedures/policies for veterans and/or their dependents; prepares and certifies VA enrollment certification; verifies student educational benefits; ensures all compliance and auditing requirements and regulations are met per the university, Department of VA and Ohio Department of Education; serves as a university technical point of contact for the Dept. of VA.

20% Prepares reports and analyzes data; coordinates materials; prepares and distributes quarterly vouchers for Vocational Rehabilitation; assists in policy development; explains student rights when required; responds to inquires; identifies and resolves problems; serves as subject matter expert in interpreting VA policies

15% Monitors student's course load and their grades to ensure compliance with VA regulations; reports status changes that affect student eligibility for VA benefits; assists students in resolving issues with the VA and other agencies or university departments

Education: Bachelor's degree or equivalent combination of education and experience

Desired Experience: Experience working with diverse customers and student financial aid required; experience in veterans benefits and general veterans related issues required; experience using computers, and database software required; strong customer service skills; data gathering, analysis, and report development skills.