STUDENT ASSISTANT – VETERAN AND MILITARY SERVICES

Req #: 
Department: UW TACOMA STUDENT AND ENROLLMENT SERVICES 
Job Location: UW Tacoma 
Posting Date: 01-2013 
Closing Info: Open until filled 
Salary: $9.04 per hour 
Notes: VA Work Study Only

The University of Washington Tacoma is a growing metropolitan university that is deeply invested in its local communities. As one of three campuses of a world-class university, UW Tacoma is dedicated to interdisciplinary and innovative teaching and scholarship and to engaging the community in mutually beneficial partnerships. UW Tacoma's commitment to diversity is central to an environment where students, staff, faculty and South Sound residents find abundant opportunities for intellectual, personal and professional growth.

UW Tacoma Enrollment Services has an outstanding opportunity for a Student Assistant. This individual will be part of the Veteran and Military Services staff, performing a variety of complex clerical assignments including preparing reports, coordinating accurate completion of veterans’ education benefits-related processes and responding to inquiries regarding veterans’ education benefits and University policies and procedures. Additionally the person in this role will:

- Act as front counter receptionist and telephone operator for the Veteran and Military Services office;
- Answer technical questions pertaining to the veterans’ education benefits application process and the status of students’ applications, and general questions regarding veterans’ education benefits, making referrals to other departments or programs as appropriate;
- Screen applications and other materials submitted at the front counter for completeness and accuracy;
- Utilize a personal computer in a Windows environment to access student information and to schedule appointments with Veteran and Military Services staff;
- Receive initial complaints or comments from students and forward information to the Veterans Coordinator or Associate Director of Financial Aid and Veterans Affairs;
- Assist the Veterans Coordinator with the administration of the veterans’ education benefits program, including the certification of students’ benefits using VA Once, and maintenance/auditing of student VA files;
- Perform office tasks such as filing, data entry, preparing mailings, and special projects as directed;
- Maintain strict adherence to records privacy, FERPA regulations and confidentiality;
- Provide support as needed to the Veterans Coordinator and Associate Director of Financial Aid and Veterans Affairs;
- Other duties as assigned to support the Veteran and Military Services office and Student and Enrollment Services.

Competitive candidates will be customer service oriented with excellent computer skills, have the ability to manage multiple tasks and be part of a team.

Requirements:
- High School graduation or equivalent;
- Veterans Affairs Work Study eligible;
- Two years of increasingly responsible clerical experience or equivalent education/experience;
- Candidate must be currently enrolled at UW Tacoma and maintain enrollment for duration of appointment;
- Two years of customer service experience;
- Demonstrated computer skills utilizing Windows: Word, and Excel databases;
- Ability to manage multiple tasks;
- Availability during high volume periods of the typical workday, Monday-Friday, 8am-5pm.

Preferred:
- Veterans education benefits administration/office experience, including proficiency in VA Once;
- Fluency in a second language other than English.

Application Process: Please submit a cover letter and resume including three professional references to Bruce Metzger, Veterans Coordinator, at bmetzger@uw.edu or in person to MAT206.