

Veterans Certification Specialist
Central Oregon Community College

Direct Link: <https://www.AcademicKeys.com/r?job=253496>

Downloaded On: Feb. 22, 2025 3:44am

Posted Feb. 19, 2025, set to expire Mar. 9, 2025

Job Title Veterans Certification Specialist
Department Financial Aid
Institution Central Oregon Community College
Bend, Oregon

Date Posted Feb. 19, 2025

Application Deadline 03/09/2025
Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Financial Aid
Student Services

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Job Description

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Veterans Certification Specialist

Position Number: B94PD

Starting Wage/Salary: \$23.12 - \$24.05 / hour plus exceptional benefits

Close Date: 03/09/2025

Primary Purpose:

As the lead School Certifying Official, you will work within a supportive Financial Aid team, assisting

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our Veteran students and families to ensure they receive their Veterans educational benefits at Central Oregon Community College.

Essential Duties and Responsibilities:

While this role has a wide variety of oversight, here are few typical daily and weekly responsibilities.

- You will manage the certification of Veterans educational benefits for Veteran students and their families, ensuring compliance with the Department of Veteran Affairs (VA) and Department of Defense (DoD).
- You will act as a liaison between students and the VA, assisting with forms, resolving payment issues, and interpreting regulations.
- You will oversee compliance efforts, including conducting audits, maintaining training requirements, and being the lead in responding to VA surveys.
- You will be involved in training Veteran Work Study students, ensuring adherence to program regulations.
- You will collaborate with college departments to communicate program updates and analyze student impact.

Knowledge, Skills, and Abilities:

Individuals must possess these knowledge, skills and abilities or be able to explain and demonstrate that the individual can perform the duties and responsibilities of the job, with or without reasonable accommodation, using some other combination of skills and abilities. The individual is expected to follow College work rules and policies.

- Ability to handle time-sensitive projects, research problems and process files while dealing with continual interruptions from counter traffic and phone work.
- Ability to use good listening skills to communicate with students and agency or military personnel in response to a variety of questions
- Ability to understand and effectively use administrative software systems such as Banner and VA-Once to accomplish job functions.
- Ability to work well in teams and with customers.
- Ability to understand and use MS Office suite products, such as Word, Excel and Access to create work applications and reports.
- Ability to work accurately and in detail.

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- Ability to stay current with regulatory changes by monitoring professional websites and attending seminars as needed.
- Must be able to use a keyboard, fax, scanner, personal, multi-line telephone, folding machine, shredders, etc.
- Must be able to communicate effectively, both orally and in writing, using the English language with or without the use of an interpreter.
- Must be able to demonstrate essential job functions outlined above.
- Ability to work cooperatively with and contribute to a diverse workplace through ideas or experience.
- Must be able to comply with the Family Educational Rights & Privacy Act (FERPA), which requires colleges and universities to protect the privacy of student information and records.
- Ability to competently advise and/or serve students from a variety of backgrounds, respecting cultural and socio-economic differences.

Minimum Requirements:

Education

- Associates degree.

Experience

- Two (2) years experience in any combination of the following:
 - Data management related to services and or programming provided by an organization.
 - Reviewing and interpreting detailed customer profiles, accounts and records.
 - Providing service-oriented information in-person, by phone and by email regarding compliance, policies, and/or procedures.
- One (1) year experience interpreting and implementing policies or policy changes.

Preferred Qualifications:

- Experience with Ellucian Banner software.
- Experience in higher education financial aid office setting, or veterans services.
- Experience with Veterans Affairs or Services.



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To apply, visit <https://jobs.cocc.edu/postings/11102>

The goal of Central Oregon Community College is to provide an atmosphere that encourages our faculty, staff and students to realize their full potential. In support of this goal, it is the policy of Central Oregon Community College that there will be no discrimination or harassment on the basis of age, disability, sex, marital status, national origin, ethnicity, color, race, religion, sexual orientation, gender identity, genetic information, citizenship status, veteran or military status, pregnancy or any other classes protected under federal and state statutes in any education program, activities or employment. Persons with questions about this statement should contact Human Resources at 541.383.7216 or the Vice President for Student Affairs at 541.383.7211.

This policy covers nondiscrimination in both employment and access to educational opportunities. When brought to the attention of the appropriate parties, any such actions will be promptly and equitably responded to according to the process outlined in general procedures sections N-1, N-2, or N-3.

In support of COCCs EEO statement, bilingual fluency in English and Spanish is considered a plus, along with experience working in a diverse multicultural setting.

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Financial Aid



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