

## **Military Student and Veterans Affairs Specialist**

The University of Mary invites applications for a full-time, 12-month, exempt Military Student and Veterans Affairs Specialist. The Military Student and Veterans Affairs Specialist provides information and customer service in a timely and efficient manner to students and staff visiting military and veteran services. The appointee serves as a certifying official for VA students.

### **Essential Roles and Responsibilities Include:**

- Establishes and maintains effective working relationships with the campus community, the general public, community college personnel, and other agencies and provides specialized customer service to service members, veterans, and their eligible dependents
- Acts as certifying official for Veteran Benefits for Extended Education students and maintains all appropriate confidential paper and electronic records and databases to ensure compliance with Department of Veterans Affairs regulations
- Assists extended education veteran and military students with issues including registration, records, and academic program advising and creates and updates forms necessary to certify students' enrollment each term
- Assists military students who are called to active duty, processing leave of absence, refunding fees, and assessing financial aid issues
- Serves as a contact/liaison for the general public, students, and the campus community for military and veteran student questions and processes, responding to daily inquiries via office walk-ins, email, fax, phone, etc.
- Develops online support resources for extended education veteran students regarding their benefits, registration, and record information and refers students to the appropriate personnel for specialized assistance and advising
- Provides accurate and objective enrollment data, analyzing that data to develop and manage appropriate initiatives
- Responds to all information and reporting requests and audits from the VA, Bureau for Private Postsecondary and Vocational Education, Extended Education, Office of the Registrar, Business Office, and other campus agencies and organizations
- Recommends policies and procedures that include the development of written and online channels that effectively communicate guidelines that apply to veteran and military students concerning eligibility, academic progress, and award amount
- Advises active military, veteran, and military dependent students regarding tuition assistance or veteran benefits and ensures all documentation required for submission to secure appropriate benefits for this constituency is collected, validated, and submitted properly and by the deadline
- Provides current and accurate information to students and staff related to G.I. Bill benefits and appropriate financial aid programs and assists students in the application process for benefits and the completion of eligibility requirements

- Identifies and proposes solutions for problems that arise concerning military student services issues, particularly those related to VA and other benefit programs
- Attends and actively participates in admission staff meetings, training programs, and planning retreats
- Demonstrates adequate knowledge of all academic and non-academic offerings, program delivery methods, and admissions standards
- Enters veteran student records and maintains accuracy of the university's database, working closely with Financial Aid, Student Accounts, and the Business Office to ensure student's financial records are accurate
- Upholds and supports the Christian, Catholic, Benedictine mission of the University of Mary
- Supports the ongoing implementation of *Ex Corde Ecclesiae*, the apostolic constitution on Catholic colleges and universities
- Builds a culture of ready and earnest hospitality in the Office of Enrollment Management and throughout the university in accord with Saint Benedict's admonition that *all be received as Christ*

#### Qualifications Include:

- High school diploma plus 1 additional year of college level coursework required
- Bachelor's degree preferred
- A minimum of 1 year working with veterans educational benefits programs required
- Prior military service and/or experience working in higher education

#### Knowledge and Skills Include:

- Knowledge and familiarity with the military and the various services currently available to veterans and their dependents
- Expertise in Department of Defense educational programs, the Department of Veterans Affairs, and the GI Bill
- Demonstrated ability to promote the welfare of service members and/or dependents
- Ability to maintain confidentiality
- Excellent organizational and written and verbal communication skills
- Ability to maintain a valid driver's license

The University of Mary is a private, Christian, Catholic, Benedictine university that welcomes students of all faiths and backgrounds. Infusing Benedictine values throughout the educational experience, Mary offers distinguished, professionally-focused academic programs enlivened by the liberal arts, global and civic service, robust internships, and mentoring by respected faculty. As one of the most affordable private universities in the nation, Mary offers exceptional educational value as well as outstanding scholarship and financial aid opportunities.

For more information on the University of Mary, please watch a short video by clicking on this link: <https://youtu.be/Go37Hy6QrVs>

We welcome your interest in joining the University of Mary. To apply, email a letter of interest and resume to [employment@umary.edu](mailto:employment@umary.edu) or mail to University of Mary, Attn: Human Resources, 7500 University Drive, Bismarck, ND 58504.

Equal Opportunity Employer