POSITION TITLE
Student Veterans Affairs Office Assistant

DEPARTMENT
Office of the Dean of Students - Student Veterans Affairs.

POSITION CATEGORY
Non staff, Veterans Administration Benefit position

JOB SUMMARY
Assist Office of Student Veterans Affairs staff in the processing of Veteran Educational Benefits. Answer in-person questions, phone calls, and emails in a courteous and professional manner. Serve as an assistant to the VA School Certifying Official. Communicate professionally and effectively with campus partners regarding student veteran issues. Liaise with national, regional and state veteran’s groups. Assist in the development of programs and communication materials. Abide by federal, state, and UIC regulations regarding the safe keeping and confidentiality of student records and personally identifiable information. 25 hours/week maximum.

DUTIES AND RESPONSIBILITIES

- Guide and refer prospective and continuing student veterans through VA education benefit application process.
- Ensure personal information is safeguarded and filed/secured in filing cabinets or digital spaces.
- Inform student veterans when issues arise regarding their status.
- Execute call and email campaigns to advance and promote student veteran engagement with the Office of Student Veterans Affairs.
- Liaise with UIC faculty and staff to better support student veteran success.
- Facilitate workshops and planning for veteran benefits informational seminars.
- Check, forward and respond to office email and voice messages to ensure standard response protocols may be met.
- Communicate/disseminate information and opportunities to all students
- Update/file paper/digital records accurately and in a timely fashion in alignment with department standards.
- Maintain a clean and organized workspace and personal presentation that meets University standards and follows established health guidelines.
- Function as a department advocate and representative to all internal and external stakeholders.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- Must be an enrolled student ¾ time or greater (9 credits or more for undergrad students and 6.75 credits for graduate students
- Must be an active beneficiary of Chapter 30, 31, 33, 35, 1606 or Rogers STEM Scholarship
- Maintain a 2.25/4.0 GPA.
- Some experience with the veteran community
- Comfortable working with databases
PREFERRED QUALIFICATIONS
Superior oral and written communication skills
Experience in customer service/customer relations
Fundamental understanding of Veterans Affairs Benefits
Able to confidently navigate eBenefits.gov, Vets.gov, and FAFSA.gov
High proficiency with Microsoft Outlook, MS Word, MS Power Point, and MS Excel

REPORTS TO
UIC School Certifying Official

WORK SCHEDULE
Hours are flexible to prioritize class schedule and studies. Hours are based on Student Veterans Affairs Office hours- 8:30 am – 5:00 pm Monday through Friday.

FULL TIME/PART TIME
Part time, 25 hours/week maximum and determined by VA.

PERMANENT/LIMITED POSITION
Contract subject to termination by either Student Veterans Affairs or VA.

BENEFITS
Receive an advance payment, VA will pay you for any hours after you work the hours.
Your final payment will be for the lesser of:
- 50 hours; or
- the number of hours remaining on your contract.

LENGTH OF CONTRACT
Contracts are available for eligible students during the Spring, Summer, and Fall semesters. Contracts begin the first day of the semester and end the day before the last day of the semester. Contracts may begin up to 30 days prior to the start of the semester.

NUMBER OF VACANCIES
Up to fifteen (15). Allotment of available positions change every semester.

REQUIRED DOCUMENTS
- Cover letter
- Resume
- VA Form 22-8691 Application for Work-Study Allowance

APPLY HERE.

Applications will be accepted on a rolling basis for fall, spring and summer sessions until all positions are filled and will reopen as vacancies become available.