



Job Description

Department: Enrollment Management Services

Position Title: Veterans Benefit Support Specialist EMS Cougar Central

Position Reports To: Moses Maddox/Donna Dawn

Time Base: minimum 10 hrs/maximum 20hrs

Send Resumes or Questions to: Mmaddox@csusm.edu

PURPOSE OF POSITION:

A student assistant for Veterans Benefit Support Specialist (VBSS) in the Office of Enrollment Management Services Cougar Central, and is stationed in Cougar Central. A VBSS disseminates general information and provides quality service to prospective students, faculty, staff, and community members primarily by telephone and web inquiries. Also, communicates university policy, fee and registration information, and deadlines to students.

Performs routine data processing; Processes correspondence and mailings to prospective, continuing, and new students. Also, provides direct service to prospective veteran benefits.

MAJOR RESPONSIBILITIES:

	<u>%OF TIME</u>
Provide general information and assistance to customers in person, primarily by telephone, and over the web. Also, provide direct assistance to student veterans.	75
Data processing in the student database PeopleSoft.	15
Assist staff and administrative personnel in the general office duties, and with Correspondence and mailings.	10

LIST OF DUTIES FOR EACH MAJOR RESPONSIBILITY:

1. Provide general information and assistance on a variety of enrollment services related subjects and issues to prospective and continuing students, faculty, staff, administrators, and visitors. Provide direct services to student veterans.
2. Primary support of the EMS telephone information line. Retrieve and return telephone inquires and route calls to appropriate staff representatives and offices as needed.
3. Access appropriate student information in student database People Soft to answer general questions as it relates to admissions applications, important dates and deadlines, registration issues.
4. Data processing of various enrollment, admissions, and registrations forms; address changes, name changes, and prospective student information. Intake of transcript requests, major/minor forms, enrollment verification, graduate applications, and other related forms.
5. Assist with opening incoming mail, scanning and faxing documents, and making copies.
6. Batch mailing assistance with volume mailings including brochures, promotional materials, various admissions letters, ELM/EPT, and letters to colleges, universities, high schools, and the community. Prepare labels, envelopes and insert materials.
7. Other duties as assigned.

SUPERVISION OF OTHERS:

NOT APPLICABLE

REQUIREMENTS OF POSITION:

- Must work a minimum ten-hour week. Prefer 2-hour minimum day equaling ten hours for the week. The office will work around your class schedule
- Must maintain minimum 2.00 GPA.
- Must be at least ¾ time and utilizing VA educational benefits
- During winter session and summer semester students may work up to a maximum of 40 hours a week (as hours allow)
- Attention to details and excellent customer service skills to represent the EMSOR office in speaking to prospective and continuing students, faculty, staff, administrators, and visitors on a daily basis
- Ability to understand processes and procedures, in order to properly disseminate and explain such to prospective and continuing students, faculty, staff, administrators, and visitors Discretion in dealing with confidential data

List machines, tools, equipment, and motor vehicles used in the performance of the duties

Multi-line telephone, Computer, Copier, Fax, Scan, TDD line.

Unique working conditions

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

General Public	Daily
Direct Service to Student Veterans	Daily
Enrollment Management Services (EMS) Offices	Daily
Prospective and Continuing Students	Daily
Faculty and Staff	Daily
Student Veteran Ambassadors/Campus Tours	Daily