



Opportunity: Office of the Registrar at the University of Iowa

POSITION OVERVIEW

Department: Office of the Registrar, Office of the Provost		
University Classification: Registrar Svcs Coordinator	UI Job Code: PCR2	Pay Level: 4A
Working Title: Veteran and Military-Connected Financial Coordinator		
Percent Time: 100% (40hrs/wk.)	Position Type: Regular P&S, Ongoing	
Administrative Supervisor: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Reports to: Manager, Business Analysis	
Compensation: Anticipated hiring annual salary range is: \$44,000-\$49,000 for Registrar Services Coordinator (PCR2); Competitive benefits		
Work Modality: This position has the option for a hybrid schedule. All remote work is required to be performed within the state of Iowa and incumbents must be able to commute for required on site functions. Specifics to be discussed during interviews.		

POSITION SUMMARY

In this role within the Office of the Registrar’s Iowa Veteran Education, Transition, and Support (IVETS) team you will be the designated a School Certifying Official (SCO) and be responsible for evaluating and processing Department of Defense (DOD) and Department of Veteran Affairs (VA) education benefits, verifying student benefit eligibility, helping Veteran students/spouses/dependents navigate through the benefit application process, and update benefit information and enrollment on a continuous basis in DOD, VA, UI systems. You will monitor academic progress for benefit purposes and advise students on additional Veteran student support systems inside and outside of the college. As part of the IVETS Financial team, you will collaborate to analyze and improve processes to support efficiency and student veteran success and engage with Office of the Registrar to provide perspective from the IVETS lens.

WHAT YOU DO

<p>Registration and Enrollment Services</p> <ul style="list-style-type: none"> Coordinate the Veterans Programs for student beneficiaries that receive benefits through state and national veteran programs. Identify issues in MAUI in regard to data to be uploaded to AIPortal or Enrollment Manager. Coordinate our services with local community services and VA hospital. Assist student veterans to navigate the VA Vocational Rehab Program with VA counselors and VA hospital services. Process and submit student course load through Enrollment Manager for VA processing.
<p>Degree Progression</p> <ul style="list-style-type: none"> Serve as liaison supporting communication among internal staff to identify and track veterans progress from orientation to graduation. Coordinate veteran specific celebrations with IVETS Academic like Veterans Week and the Hawkeye Distinguished Veteran Awards.
<p>Records Management</p> <ul style="list-style-type: none"> Identify recurring, standard revisions and enhancements for data extraction and analysis for Veterans administration, State of Iowa Department of Education, and State Board of Regents. Understand and interpret VA regulations and policies to ensure the University complies with VA requirements to participate in the VA programs. Maintain the records of eligible veterans. Complete regular catalog reviews and audits.
<p>Tuition and Fees</p> <ul style="list-style-type: none"> Support student veterans with state and federal benefits and tuition assistance for each different branch of military service.

IOWA

- Report tuition and fee changes to student beneficiaries and the Veterans Administration.
- Apply applicable policies and update MAUI records for student beneficiaries to receive resident tuition rates.

Systems Support and Development, Data Collection, Analysis, and Reporting

- Document and provide policies and procedures for the training of new staff and student employees on multiple Veterans Education benefits programs and the proper processing of required information.
- Prepare content builds, programs, and/or modify tuition & fee tables.
- Test MAUI changes for usability, performance, and adherence to standards with VA requirements. Gather and analyze feedback to develop new or enhance existing reports on student veterans and benefit usage.
- Analyze data and business needs and prepare reports, profiles, and surveys for internal and external use with regard to student veterans and military connected community.
- Identify business system solution requirements to comply with changes to the Veterans Administration data requirements.
- Gather and document business rules, policies, and procedures pertaining to student veteran records for VA audits.
- Prepare reports and analyzes data; audits student files at the beginning of each semester and at graduation to ensure 100% compliance and timeliness.

Scheduling Classroom Assignments

- Monitor and organize use of Veterans Computer Lab.

Leadership/Supervision

- Provide feedback to university departments (i.e., financial aid, registrar, and others) on the impact of VA education benefits for departmental policy changes.

HOW YOU DO YOUR JOB Snapshot (learn about competencies and proficiency levels [here](#))

Accuracy and Attention to Detail – Proficiency: *Extensive*

What this looks like:

- Processes detailed information with high levels of accuracy.
- Productively balances speed and accuracy.
- Implements a variety of cross-checking approaches and mechanisms.
- Evaluates and makes contributions to best practices.
- Demonstrates expertise in quality assurance tools, techniques, and standards.
- Employs techniques for motivating personnel to meet or exceed accuracy goals.

Academic Support System Administration – Proficiency: *Extensive*

What this looks like:

- Administrates an academic support system to coordinate and support academic activities.
- Applies appropriate computer-based technologies to address, advise on and resolve students' academic problems.
- Monitors the operational conditions of an academic support system to ensure the implementation of academic support activities.
- Analyzes factors that influence the success or failure of computer-assisted academic support.
- Assesses the usability and acceptability of an academic support system according to the institution's academic requirements.

Problem Solving - Proficiency: *Extensive*

What this looks like:

- Processes detailed information with high levels of accuracy.
- Productively balances speed and accuracy.
- Implements a variety of cross-checking approaches and mechanisms.
- Evaluates and makes contributions to best practices.
- Demonstrates expertise in quality assurance tools, techniques, and standards.
- Employs techniques for motivating personnel to meet or exceed accuracy goals.

Effective Communications – Proficiency: *Extensive*

What this looks like:

- Communicates well downward, upward, and outward.
- Employs appropriate methods of persuasion when soliciting agreement.
- Maintains focus on the topic at hand.
- Adapts documents and presentations for the intended audience.
- Reviews others' writing or presentations and provides feedback and coaching.
- Demonstrates both empathy and assertiveness when communicating a need or defending a position.

UNIVERSITY EXPECTATIONS (see definitions and proficiency levels [here](#))

Collaboration/Positive Impact - Proficiency: *Extensive*

What this looks like:

- Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace.
- Identifies and resolves disagreements/conflicts in early stages.
- Promotes a safe, fair, respectful environment in which concerns can be addressed effectively.
- Recommends changes to work practices and policies to achieve desired outcomes.

Diversity, Equity and Inclusion – Proficiency: *Extensive*

What this looks like:

- Promotes a respectful, diverse, equitable and inclusive work environment in which concerns are addressed effectively.
- Can identify unit policies and practices that have a disparate impact on specific populations.
- Recommends policies and practices to advance an equitable, inclusive work environment and counter racism, sexism, and other forms of institutional bias.
- Forms respectful relationships with those representing diverse constituencies, and seeks regular input to better understand diversity, equity & inclusion issues and enhance recruitment efforts.
- Engages in on-going self-reflection and continues to advance their knowledge and skills related to diversity, equity and inclusion.

Service Excellence/Customer Service – Proficiency: *Extensive*

What this looks like:

- Participates in developing a variety of effective ways to deal with service challenges.
- Models service delivery and coaches others to deliver excellent service in a variety of settings.
- Communicates well with direct reports, peers, leadership and external constituents.
- Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.

QUALIFICATIONS YOU BRING

Required

- A **bachelor's degree** or an equivalent combination of education and experience.
- Some experience (**typically at least 1 year**) working in a **postsecondary academic setting**.
- Demonstrates a **working proficiency** level in:
 - Managing multiple tasks, resource and project management, including a high level of autonomy, decision-making, and time organization.
 - Ability to build relationships that support a variety of individuals and groups in a constructive and collaborative manner.
 - Ability to work effectively in a team environment as well as the ability to work independently toward department goals.
 - Ability to interpret and communicate policies and procedures.
- Demonstrates a **extensive proficiency** level in:
 - Ability to apply effective written and verbal communications, concepts, tools, and techniques.

Desired

- More than one year working in post-secondary academic setting.
- Working knowledge of university and external Veteran resources with the ability to identify resources appropriate to the student for success or support needed.
- Demonstrates a **working proficiency** in:
 - Use of MAUI or other student records/information systems (PeopleSoft, Banner, etc.).
 - Knowledge of FERPA and other university and federal regulatory rules, policies, and laws.

ABOUT THE DEPARTMENT

The **Office of the Registrar** serves as the institutional guardian for official academic information and records in supporting the faculty, staff and students at the University of Iowa. We work with every faculty, staff, student, department, and dean's office on campus coordinating and providing services related to the student records: course catalog, registration, fees, records, transcripts, data warehouse, institutional research, reporting, maintenance, and security for student records data, grading process, graduation and diploma services. We are committed to providing high quality learning environments to our faculty and students in coordination, scheduling assignment and management of our University Classroom inventory. Our services provide support for all departments in the Provost's responsibilities.