



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 Specialist	UI Job Code: PCR1	Pay Level: 3A
Working Title: Veteran and Military-Connected Financial Specialist		
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: \$40,000-\$43,000 for Registrar Services Specialist (PCR1); 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 responsible for assisting the School Certifying Official (SCO) with 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 work towards meeting the education and training requirements to become a school certifying official. 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"> • Receive requests and disseminate information about the Veterans Programs for student beneficiaries that receive benefits through state and national veteran programs. • Work with SCO and VA to verify educational standards and professional credentialing. • Assist student veterans to navigate the VA Vocational Rehab Program with VA counselors and VA hospital services.
<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. • Assist with 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"> • Verify the accuracy of the records of eligible veterans. • Enter data from Veterans Worksheets into MAUI GI Bill/Veteran Info panel. • Verify student UIDs in MAUI and work with Billing to keep accounts current.
<p>Tuition and Fees</p> <ul style="list-style-type: none"> • Respond to inquiries regarding tuition and fees from student beneficiaries and the Veterans Administration. • Update MAUI records for student beneficiaries to receive resident tuition rates as directed by SCO.
<p>Systems Support and Development, Data Collection, Analysis, and Reporting</p> <ul style="list-style-type: none"> • Collect data needed for all VA annual audits
<p>Scheduling Classroom Assignments</p> <ul style="list-style-type: none"> • Assist eligible students with using the IVETS computer lab

Accuracy and Attention to Detail – Proficiency: *Working*

What this looks like:

- Processes detailed information with good accuracy.
- Utilizes specific approaches and tools for checking and cross-checking outputs.
- Develops and uses checklists to insure that information goes out error-free.
- Accurately gauges the impact and cost of errors, omissions, and oversights.
- Learns from mistakes and applies lessons learned.

Academic Support System Administration – Proficiency: *Working*

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: *Working*

What this looks like:

- Uses fact-finding techniques and diagnostic tools to identify problems.
- Identifies and documents specific problems and resolution alternatives.
- Develops alternative techniques for assessing accuracy and relevance of information.
- Helps to analyze risks and benefits of alternative approaches and obtain decision on resolution.
- Examines a specific problem and understands the perspective of each involved stakeholder.

Effective Communications – Proficiency: *Working*

What this looks like:

- Makes oral presentations and writes reports needed for own work.
- Avoids technical jargon when inappropriate.
- Looks for and considers non-verbal cues from individuals and groups.
- Listens to feedback without defensiveness and uses it for own communication effectiveness.
- Delivers helpful feedback that focuses on behaviors without offending the recipient.

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

Collaboration/Positive Impact - Proficiency: *BASIC*

What this looks like:

- Grasps the inevitability and challenges of change and adapts accordingly; utilizes learning opportunities to prepare for changing work, methods and work environment.
- Demonstrates civil and respectful behaviors valued within the organization.
- Provides and accepts ideas and suggestions in a constructive and helpful manner.
- Exhibits good teamwork: is approachable, cooperative, and contributes to an overall positive and productive work/team environment.

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Diversity, Equity and Inclusion – Proficiency: *WORKING*

What this looks like:

- Maintains productive work relationships while considering multiple perspectives.
- Demonstrates awareness of one's own and others' social identities (e.g. race, gender, disability status, religion, etc.) and their relevance in the workplace.
- Resolves cross-cultural conflicts effectively.
- Articulates the unit's commitment to diversity, equity and inclusion and the reasons for its importance.
- Engages in personal and professional development on issues related to diversity, equity and inclusion.

Service Excellence/Customer Service – Proficiency: *WORKING*

What this looks like:

- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
- Communicates in alternative ways to accommodate different listeners.

QUALIFICATIONS YOU BRING

Required

- A **bachelor's degree** or an equivalent combination of education and experience.
- Entry level to 6 months working in a postsecondary academic setting.
- Demonstrates a **basic proficiency** level in:
 - Understanding the importance of cohesive team effort and concept of synergy.
 - 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 **working proficiency** level in:
 - Processing detailed information with good accuracy.
 - Employs appropriate methods of facilitating collaborative communication.

Desired

- Some experience (typically 6 months to 1 year) working in post-secondary academic setting.
- Basic 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.

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