

MPP / Staff Position Description

|  |
| --- |
| **HUMAN RESOURCES USE ONLY** |
| **Conflict of Interest (COI) Designated:** [ ]  Yes [ ]  No**Mandated Reporter:** [ ]  Limited [ ]  General [ ]  N/A**Review Date:**  | ***MPP Positions Only*****MPP Job Code:** **Job Family:** **Job Function:** **Job Category:**  |

**Mandated Reporter Per CANRA** [x]   **YES** [ ]   **NO**

The person holding this position is considered a ‘mandated reporter,’ under the California Child Abuse and Neglect Reporting Act (CANRA) and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

**Please Note**: A current and accurate signed Position Description is required for each MPP / Staff position and must be on file in the Center for Human Resources. After completion, the Position Description should be reviewed, signed and dated by the employee, the supervisor and the Center for Human Resources - Classification and Compensation.

|  |  |  |
| --- | --- | --- |
| **Please check one:** | [x]  New Position | [ ]  Existing Position Update |

|  |  |
| --- | --- |
| **Date:** | 9.3.2024 |
| **Department & Division:** | Military and Veterans Program – Joan and Art Barron Veterans Center |
| **Employee Name** *(leave blank if vacant)***:** |  |
| **Current Classification & Grade:** | Student Services Professional II |
| **FLSA Status:***(exempt or non-exempt)* | Exempt |
| **Working Title:** | School Certifying Official / Education Benefits Advisor |
| **Position Number & Job Code:** | 10000695, 10009719, 10009837 |
| **Working Title & Position Number of HEERA Designated Appropriate Administrator:** | Director, Military and Veterans Program, 10001783 |

**I. FUNCTION OF THE EMPLOYING UNIT:**

*State the basic purpose of the Department/Unit in one brief paragraph. Include the division’s DEI statement here.*

The Office of the Vice President for Student Affairs and Campus Diversity is responsible for the coordination and development of student services and building the inclusive excellence of SDSU’s staff and faculty at San Diego State University. Departments include, but not limited to, Assistant Deans for Student Affairs; Career Services; Center for Educational Partnerships, Outreach and Success; Communications Services; Counseling and Psychological Services; Educational Opportunity Programs and Ethnic Affairs; Financial Aid and Scholarships; Joan and Art Barron Veterans Center; New Student and Parent Programs; Office of the Student Ombudsman; Residential Education; Resource Management; Student Disability Services; Student Health Services; Student Life and Leadership; Student Rights and Responsibilities; Testing Services Office; Well-being & Health Promotion; Cultural Centers; and programming related to Inclusive Excellence.

Division of Student Affairs and Campus Diversity

The Division works proactively to address systemic inequities through professional learning, community building, advocacy, policy recommendations and organizational structures, while facilitating an integrated vision and shared responsibility for prioritizing and advancing institutional goals. We aim to foster an affirming campus culture based on the core values of excellence, equity, diversity, belonging and inclusion through:

* Recruiting and retaining faculty and staff who are reflective of the diverse student body and communities served by SDSU, and recruiting students who are representative of the rich diversity of the region and the world;
* Fostering an environment that is welcoming, affirming, and empowering for students, faculty, staff and alumni of all backgrounds;
* Enhancing the career and educational pathways of a diverse student body, the faculty and staff;
* Developing leaders who believe in and lead others toward supporting civility, mutual respect and

diversity in our society and workplaces; and

* Cultivating relationships with the local community that advance the well-being of diverse individuals and communities.

Position upholds the Student Affairs and Campus Diversity Statement on Diversity, Equity, and Inclusion, specifically:

*“The Division of Student Affairs and Campus Diversity acknowledges and honors the inherent value and dignity of all individuals by creating and nurturing a learning and working environment that affirms and leverages our community’s diversity of traditions, heritages, perspectives, and experiences. We are committed to fostering a culture of inclusive excellence designed to facilitate the personal and professional success, growth, development, and wellbeing of all members of our community. We manifest this commitment through our innovative,*

*strategic and collaborative efforts to develop leaders who believe in and lead others toward practicing civility, mutual respect, and inclusion in our workplaces and society.”*

**II. PURPOSE OF POSITION**:

*State the basic purpose of the position in one to three specific statements.*

Reporting to the MVP Director, this position assists with the daily operations of the Joan and Art Barron Veterans Center through the administration of all military and veteran related education benefits and student advising. Work is typically performed independently, with direction from the Director and/or the Primary School Certifying Official. Accuracy and attention to detail are vital to keep the university and the military affiliated students in compliance with Department of Veterans Affairs (VA) regulations.

This position assists with all aspects of the certification process for military affiliated students to receive federal and/or state VA education benefits; contacts/liaises with the general public, students and campus community for all VA-related questions and processes, including daily inquires via office walk-ins, e-mail, phone, etc.; and helps resolve payment and overpayment issues between VA and students via communications with the VA Regional Processing Office (RPO) in Muskogee, Oklahoma.

**III. CHANGES IN RESPONSIBILITIES:**

**IV. MAJOR RESPONSIBILITIES**:

*Clearly list the major responsibilities/essential functions in descending order from the most important to the least important. Indicate the approximate percentage of time spent in each (percentages should not be less than 5%). The percentage must total 100%.*

| **Description of Responsibilities:**  | **(%) Percent of Time** |
| --- | --- |
| **Certification Process*** Using the web-based VA certification system Enrollment Manager (ES) and other required systems, perform School Certifying Official (SCO) duties required to certify undergraduate, graduate, and non-college degree students for federal veteran related education benefits under Title 38 Chapters 30, 31, 33, 35, 1606, 1607 (i.e. GI Bill®).
* Regularly check class schedules to ensure all courses listed are required for student’s current major as required for receipt of GI Bill® benefits. Find and report all dropped classes that would affect payment to prevent overpayment by the VA and initiate necessary adjustments to certifications.
* Work with Veteran Readiness and Employment (VRE) officials to authorize approval for students utilizing Chapter 31; process purchase orders for books, supplies, tuition, and other payments; and conduct necessary reconciliations with counselors to track student progress.
* Support the certification process for SDSU’s Global Campus, Imperial Valley campus, microsites, and other areas as directed.
* Assist with the selection process of veteran specific scholarships as directed.
 | 35%  |
| **Program Operations** * Assist with updating social media, web pages, and hard-copy media with accurate information pertinent to students serviced by MVP as directed.
* Utilizing local databases (i.e. SIMS/R, PeopleSoft, etc.), ensure accurate reporting and statuses of students coded at SDSU as veterans, active duty, reserve, Guard, military family member, and/or other appropriate military-connected statuses.
* Report last day of attendance to VA for disqualified students, authorized and unauthorized withdrawals, and other situations which may impact a student’s military related benefits.
* Assist with the Cal Vet College Fee Waiver Program by updating student benefit statuses in local databases (i.e. PeopleSoft).
* Process updates via Enrollment Manager regarding units added/dropped, terminations, tuition and fees, and other actions as required.
* Assist students who, under the guidelines of SDSU’s “Policy for Military Called to Compulsory Service,” are called to active duty. This includes but is not limited to leave of absence, refund of fees, financial aid issues, etc.
* Process approved “Primary School Letters” allowing SDSU students to take courses at other colleges and universities and still receive payment from VA. Additionally, process Primary School Letters when received from other institutions where SDSU is the secondary school.
* Process VA Tutorial Assistance reimbursement program for eligible military affiliated students.
* As directed, assist with program approval applications to the State Approving Agency, compliance surveys conducted by federal and/or state agencies, and the collection of necessary data for accurate reporting requirements.
* Support study abroad education by liaising with appropriate campus offices, colleges, and departments; maintaining compliance with all regulations guiding federal and state veteran related benefits and international study; and other functions as directed.
* Attend required training events to ensure compliance with SCO duties and responsibilities to include online events and conference attendance as directed.
* Assist with the VA Work-Study Program, including, but not limited to supporting training for student workers, overseeing daily tasks, scheduling hours to be worked, submitting required paperwork to the VA. This role will also be providing close oversight to the accuracy of actions conducted by student workers in the certification process, resolving administrative issues as necessary, and conducting other related duties as directed.
* Monitor the MVP public email account by responding to inquiries as necessary; processing documents in a timely, efficient, and accurate manner; and forwarding correspondence as needed.
* Assist with various on-campus military affiliated functions to include, but not limited to, VA education information sessions, orientations, and campus events as needed.
 | 35% |
| **Advising** * In coordination with the Office of Academic Advising and Evaluations, college/ department advising centers, and faculty advisors across campus, provide academic advising for undergraduate students eligible for military and veteran education benefits in order to leverage these benefits towards attaining their academic goals. This includes, but is not limited to, offering guidance and advice on class selection, discussing program completion requirements and timelines, degree evaluation analysis, and other academic advising functions in accordance with institution guidelines.
* In coordination with the Office of Financial Aid and Scholarships and as directed, promote and provide general information on all financial aid to include, but not limited to, applying for financial aid through FAFSA; explaining how grants, scholarships, and other funding will work in conjunction with military and educational benefits; and promoting financial aid offered through SDSU, in particular those connected with the military/veteran community, as well as additional state and federal forms of aid.
* In coordination with the Office of Financial Aid and Scholarships, and Student Account Services to comply with Isakson Vs. Roe Section 1018 federal guideline to provide students with estimated cost of courses including tuition, fees, books, supplies, other additional costs. This process is often called the shopping sheet.
* Coordinated Care Advisor for MVP students.
 | 15% |
| **General Operations** * Assist with the management, upkeep Veterans Center appearance and personal workspace, and daily operations of spaces under the purview of the MVP as directed.
* Manages calendar(s) to ensure accuracy of events and availability of staff members.
* Stay abreast of legislative, regulatory, and other changes which may impact, directly or indirectly, the military affiliated students of SDSU.
* Assist with purchases of consumables for day-to-day operations of the JABVC as directed.
* Assist with any event planning, coordination and execution as directed.
* Assist with other duties assigned by the Director and in support of other MVP staff members as directed.
* Other Duties as assigned
 | 15% |
| **Total****=100%** | 100% |

**V. LEAD WORK DIRECTION OVER OTHERS**:

*List of individuals the incumbent supervises/leads. Indicate the type of supervision, whether direct (directly supervises the position and conducts performance evaluation) or general (acting in a lead capacity or assigning work).*

|  |  |  |
| --- | --- | --- |
| **Classification** | **Working Title** | **Type of work direction** **(Direct or General)** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**VI.** **POSITION REQUIREMENTS**:

*A. List education and years of experience required that are based on the classification standards.*

Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration or a job‑related field. Additional specialized experience during which the applicant has acquired and successfully applied the knowledge and abilities shown above may be substituted for the required education on a year‑for‑year basis.

Possession of these knowledge and abilities is typically demonstrated through the equivalent of two years of professional experience in one of the student services program areas or in a related field; experience should give evidence of competence and indicate the potential for further growth. A master’s degree in a job‑related field may be substituted for one year of the professional experience.

*B. Skills, knowledge, and abilities required for this position that are based on the classification standards*

* Working knowledge of the practices, procedures and activities of the program to which assigned; general knowledge of the methods and problems of organizational and program management. General knowledge of research and interview techniques; and of the principles of individual and group behavior.
* Ability to interpret and apply program rules and regulations; use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements; obtain factual and interpretative information through interviews; reason logically; collect, compile, analyze and evaluate data and make verbal or written presentations based on these data; advise students individually and in groups on routine matters where required; recognize multicultural, multisexed and multi‑aged value systems and work accordingly; establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts; and, rapidly acquire a general knowledge of the overall operation, functions and programs of the campus to which assigned.
* Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas Services Office.
* Possession of these knowledge and abilities typically is demonstrated through the Experience requirements below.

*C. Specialized skills required for this position*

*D. License and Certification Required (I.e., Driver’s License and Grade, Certification, etc.)*

**VII.** **PREFERRED QUALIFICATIONS**:

* 2+ years of military experience in either the active duty, reserve, or National Guard component of one of the branches of the DoD or Department of Homeland Security.
* Working knowledge of the practices, procedures and activities related to state / federal VA education benefit programs.
* 2+ years of experience as a School Certifying Official or Education Benefits Specialist.
* Experience with public speaking with small and large audiences.
* Knowledge of CSU and San Diego State University regulations, policies and procedures.

**VIII. SIGNATURES:**

*The signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to the position. (Limited to 3 Signers as listed below)*

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Incumbent’s Signature/Acknowledgment |  | Date |
|  |
|  |  |  |
| Appropriate Administrator Signature |  | Date |
|  |
|  |  |  |
| Classification & Compensation Services  |  | Date |

# Attachment A

Complete for all positions

**To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job, please complete the sections below.**

**Physical Summary:** Choose one description out of the categories below that best describes this position.

[ ]   **Sedentary Work:** Involves mainly sitting. Walking and standing are minimal. Lifting is limited to lightweight objects (10 pounds or less).

[x]   **Light Work:** Job involves some lifting of medium weight objects (10-20 pounds) and/or 10% -20% of the job involves standing or walking.

[ ]   **Medium Work:** Job **i**nvolves lifting heavy-weight objects (20-40 pounds) and/or 20%-40% of the job involves standing, squatting, kneeling, or walking. May require pushing or pulling objects within the weight limits.

[ ]   **Heavy Work:** Job involves lifting more than 40 pounds. Approximately half of the incumbent’s time will be spent walking, standing, squatting, kneeling, or climbing.

**Use the codes below for each of the items which most accurately describe the extent of the specific activity performed in this position.**

“C” = constantly or 6-8 hours per day “F” = frequently or 3-6 hours per day

“O” = occasionally or up to 3 hours per day “N” = never

|  |  |
| --- | --- |
|  **Physical Requirements of the Position**  |  **Mental Requirements of the Position** |
| O | Bending (neck) | F | Reading & Comprehending |
| F | Bending (waist) | F | Writing |
| O | Climbing | F | Performing Calculations |
| N | Crawling | C | Communicating Orally |
| O | Kneeling | C | Reasoning & Analyzing |
| O | Pushing/Pulling | C | Decision Making |
| C | Sitting | O | Directing/Coordinating Others: |
| O | Squatting |  | Other: |
| O | Standing | **Environmental Working Conditions** |
| O | Twisting (neck) | O | Exposure to variations in temperature/humidity |
| O | Twisting (waist) | N | Exposure to chemicals, gases, dust or fumes |
| O | Walking | N | Operates machinery or drives motorized equipment |
| O | Handling Objects | N | Exposure to bio-hazards |
| O | Manual dexterity | C | Working in normal office environment |
| O | Reach above/below shoulder | O | Working outside with various weather conditions |
| O | Using foot controls | N | Uses specialized equipment |
|  | Other: |  | Other: |

# Attachment B

Complete for all positions

***Sensitive Position:*** *For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the* [*CSU Background Check Policy*](https://sdsuedu.sharepoint.com/sites/BFA/HR/employment/Pages/CSU-Background-Check-Policy.aspx).

|  |
| --- |
| *Consideration for designation as a sensitive position per HR Technical Letter 2017-17* |
| 1. Does this position have responsibility for the care, safety, and security of people (including children and minors), animals, and CSU property?
 | [x]  Yes [ ]  No | Sexual offender registry check for those who perform work involving regular or direct contact with minor children and those who are identified as mandated reporters of child abuse and neglect under Executive Order 1083 and California Penal Code §11165.7(a). |
| 1. Does this position have access to and responsibility for detailed personally identifiable information about students, faculty, staff, or alumni that is protected, personal, or sensitive?
 | [x]  Yes [ ]  No | Access to Level Protected Level 1 Data: (i.e., Passwords, DOB, Credit Card Numbers, SSN’s, Medical Data, Law Enforcement Records, etc.) - Link to or incorporate ICSUAM pages. |
| 1. Does this position have access to student records?
 | [x]  Yes [ ]  No | FERPA (Access to student education records) |
| 1. Is the position responding for recording/reporting Clery Data?
 | [ ]  Yes [x]  No | Clery Act Basics |
| 1. Does the position have access to protected health information?
 | [ ]  Yes [x]  No | HIPAA |
| 1. Will this position be an active/participating member of the SDSU Emergency Operations Team?
 | [ ]  Yes [x]  No | EOC Member |
| 1. Does this position have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death?
 | [ ]  Yes [x]  No | Motor Vehicle Records/Licensing Check is required. CA Defensive Driver |
| 1. Does the position influence or make decisions regarding real property, real property acquisitions and/or leaseholds, land use and/or development?
 | [ ]  Yes [x]  No | COI CAT 1 |
| 1. Does the position influence or make decisions regarding the purchase of goods, service or construction work? **Note: Having a procurement card is not qualifying if the individual is limited to making directed and supervised purchases from established vendors.**
 | [ ]  Yes [x]  No | COI CAT 2 |
| 1. Does the position influence or make decisions regarding the investment of **SDSU/CSU** funds.
 | [ ]  Yes [x]  No | COI CAT 5 |
| 1. Does the position influence or make decisions regarding the sale of campus goods, services, products, or commodities (including agricultural commodities), which are sold by the campus?
 | [ ]  Yes [x]  No | COI CAT 6 |

# Attachment C

Complete for **MPP Positions Only**

**Mental Effort:**

*Enter frequency of occurrence for all applicable activities using the following key:*

**1=Never Occurs 2=Seldom Occurs 3=Sometimes Occurs 4=Occurs Often 5=Almost Always Occurs**

|  |  |
| --- | --- |
| **Planning** | **Staffing** |
|  | Forecast |  | Define Roles |
|  | Set Program Goals |  | Give Input to Position Descriptions |
|  | Determine Budget Allocations |  | Determine Selection Criteria |
|  | Establish, Implement, Revise Policies |  | Recruit/Interview/Select |
|  |  |  | Orient Staff |
| **Organization** | **Employee Relations** |
|  | Describe Relationships Between Functions |  | Initiate Corrective Action |
|  | Define Department/Divisional Structure |  | Authorize Formal Discipline |
|  | Establish Priorities to Meet Goals |  | Administer Collective Bargaining Agreements |
|  | Schedule Work for Employees |  | Prepares/Investigates Grievance Awards and Complaints |
|  | Implement procedures |  | Formulates/Represents University Position for Formal Grievances/Complaints |
|  | Determine work methods |  |  |
|  | Balance multiple tasks/projects |  |  |
| **Direction/Leadership/Supervision** | **Performance Evaluations** |
|  | Educate |  | Determine Performance Standards |
|  | Delegate |  | Authorize/Approve Awards |
|  | Coordinate |  | Prepare Performance Evaluations |
|  | Coach/Train/Develop |  | Observe/Follow-Up on a Daily Basis |
|  | Recommend Formal Training |  | Correct Work/Behavior Problems |
|  | Motivate |  |  |
|  | Instruct/Demonstrate |  |  |
|  | Schedule Staff/Readjust Schedule |  |  |
| **Organization** | **Other** |
|  | Describe Relationships Between Functions |  |  |
|  | Define Department/Divisional Structure |  |  |
|  | Establish Priorities to Meet Goals |  |  |
|  | Schedule Work for Employees |  |  |
|  | Establish deadlines |  |  |
|  | Implement procedures |  |  |
|  | Determine work methods |  |  |
|  | Balance multiple tasks/projects |  |  |

# Attachment D

Department Organization Chart

**Instruction:** Please insert an image of your department’s organization chart and highlight where this Position Description falls within the chart.

