



VA Work Study Position Description

The VA Work Study position is designed to help foster a supportive and inclusive environment for students and staff utilizing the Veterans and Military-Affiliated Student Center at the University of Arkansas. The Office Assistants will work with the School Certifying Officials and full-time and/or graduate student staff to provide office operations that promote customer service, community development, and safety and security of the community.

Regular, reliable, and non-disruptive attendance is an essential job duty, as is the ability to create and maintain collegial, harmonious working relationships with others.

This position is sponsored and funded through the U.S. Department of Veterans Affairs. Students will be directly employed by the VA with their work site listed as the VMSC. This position is not employed by the University of Arkansas.

Duties and Responsibilities

60% Administrator:

- Complete all administrative tasks as assigned by the supervisor, including administrative paperwork, hanging flyers, cleaning the desk area, making phone calls to other staff members, assisting the staff with projects, etc.
- Monitor and report any facility issues or concerns through the appropriate reporting channels.
- Assist students with the certification process, including knowledge of Workday Student and VA Works.
- Assist the SCOs with assigned tasks to support the certification process, including collecting missing information, preparing notes or calculations, updating the database or VA Works platforms, etc.
- Assist with the tracking of students and visitors coming into the office.

30% Customer Service Provider:

- Provide a quality and inviting customer service environment as outlined in the training, including greeting students and visitors and answering telephones.
- Provide appropriate information to students, staff, or visitors to the building regarding the University of Arkansas or the office.

- Protect all student information blocked by the Family Educational Rights and Privacy Act (FERPA) and respond appropriately as trained to those individuals requesting protected student information.

10% Team Member:

- Participate in all trainings and any other trainings or staff meetings assigned by the supervisor
- Communicate with the staff and/or supervisor regarding general student or desk information/concerns when needed.

Qualifications

You may be eligible to take part in our work-study program if you meet **ALL** of these requirements.

- You're enrolled at least 3/4-time in a VA-approved program at the University of Arkansas, **and**
- You can finish the work-study contract while you still qualify for education benefits, **and**
- You're using an approved VA education benefits program to pay for your education or training, such as:
 - [Ch 33 Post-9/11 GI Bill for Veterans](#)
 - [Ch 33 Post-9/11 GI Bill for family members using transferred benefits](#)
 - [Ch 30 Montgomery GI Bill Active Duty \(MGIB-AD\)](#)
 - [Ch 1606 Montgomery GI Bill Selected Reserve \(MGIB-SR\)](#)
 - [Ch 35 Survivors' and Dependents' Educational Assistance \(DEA\)](#)
 - [Ch 31 Veteran Readiness and Employment \(VR&E\)](#)

Supervision Received

Each work study student will be reporting to an SCO or other full time staff member depending on their assigned job tasking.

Time Commitment

The position is designed to be an hourly position. Work study students earn minimum wage for up to 25 hours per week. Each student will work with their supervisor to determine a weekly schedule at the beginning of each semester.

For more information about the general VA Work Study program, visit:

<https://www.va.gov/education/about-gi-bill-benefits/how-to-use-benefits/work-study/>

Openings at the VSMC will be posted to HogSync and emailed out to all benefit-seeking students on the mailing list. For additional information or specific UofA questions, please contact Megan Witherspoon Evans, mmwithe@uark.edu or Debra LaBounty, dlaboun@uark.edu.