JOB DESCRIPTION: Customer Service for the Veteran Services Center

WAGE RATE: $7.25 per hour – tax free

SUPERVISOR: School Certifying Official/Coordinator, Veteran Services Center

JOB FUNCTION: Responsible for facilitating the efficient and effective daily functions of the Veteran Services Center by assisting in answering phones, greeting students, determining needs of students, directing students to appropriate resources, processing VA educational benefits (declarations), scanning, and assisting staff as needed.

HOURS: 8:00am-6:00pm, Monday through Thursday, Fridays 8:00am-5:00pm – based around your school schedule.

DUTIES AND RESPONSIBILITIES:
2. Mail routing, typing, copying, faxing and filing. Typing is frequent and requires accuracy.
3. Greeting and assisting students with a pleasant and professional welcome. A good knowledge of campus resources is required to make appropriate referrals.
4. Assisting staff and helping with special projects, including word processing or entering data on a personal computer.
5. Preparing declarations for the Certifying Official to process VA education benefits.
6. Demonstrate teamwork and support of office services and activities.
7. Other duties as assigned.

MINIMUM QUALIFICATIONS:
- All student employees must be enrolled at least ¾ time using VA educational benefits each semester during the academic term.
- Must have and maintain a cumulative 2.25 GPA or higher.
- Ability to maintain a high level of confidentiality due to the sensitive nature of the business and transactions handled in the Office of the Dean of Students.
- Strong typing and word processing skills required, including basic Microsoft Office application skills (Excel, Word).

PREFERRED QUALIFICATIONS:
1. Ability to understand and follow basic instructions and guidelines.
2. Ability to use and apply basic computational skills to record, balance and check results for accuracy.
3. Ability to understand, retain, and apply oral and/or written instructions, as well as communicate routine and factual information.
4. Ability to complete routine forms.
5. Ability to organize thoughts and ideas into understandable communications with good writing and editing skills.
6. Ability to understand complex problems and to collaborate and explore alternative solutions.
7. Ability to apply good professional judgment in performing duties.
8. Ability to make decisions which have moderate impact on students.

TO APPLY:
Complete the application attached to this job posting and submit it along with your resume and cover letter. You may submit your application packet in person to the Veteran Services Office or email it to VeteranServices@boisestate.edu. Application review will begin immediately. Please call (208) 426-3744 with questions.