

Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.

With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.

An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.

Technical Clerk
Student Financial Aid and Veteran's Affairs
Regular Full-time Position
Position Number 341400

General Description

The Technical Clerk is responsible for providing clerical support and assistance in the processing of veterans' educational benefits and student financial aid. The Technical Clerk is also the counselor's back-up during the counselor's absence. This position will be located at the APSU main campus and will work at the APSU Center at Ft. Campbell as needed.

Primary Duties and Responsibilities

- Disseminate information regarding the application process for veteran's educational benefits and other types of financial aid to students coming into the office, by telephone and e-mail.
- Assist in processing submitted documents as needed, i.e., Certification Request Forms (CRF), Programs of Study, Transient Enrollment Forms (TEF), Financial Aid Forms, etc.
- Assist with the certification process as needed: sign-off on CRFs, TEFs, etc. Calculate Prior Credit, check for matriculation, prepare lists, run reports, submit electronic certifications or by mail for 1st time or transient students (enrollments, adjustments, terminations) to the VA Regional Office.
- Assist the Counselor in submitting VA and Financial Aid Inquiries and follow-up notifications to students.
- Assist with registration functions, to include processing and tracking of any advance payment checks; authorize fee deferments. Return unused advance payment checks to the U.S. Department of Treasury.
- Conduct financial aid sessions for campus tours and other recruitment, financial aid and VA events.
- Perform routine clerical duties such as typing correspondence, travel claims and other such documents; process in-coming and out-going mail; duplicating; file correspondence and maintain office calendar/schedule of events and appointments.
- Assist in preparing student files for annual VA compliance surveys (audits).
- Responsible for the proper processing, accountability and Banner loading of in-coming applications and supporting documentation.
- Maintain student files and general office filing system.
- Ensure that all forms and office supplies relevant to office functions are maintained and kept in adequate quantity.
- Update manuals and forms as new information is received.
- Attend training sessions, workshops and serve on committees as needed.
- Maintain an on-going understanding of the computer programs and other office processes that are used in student file maintenance and the certification process.
- Maintain an attractive display for student consumer information.
- Assist the VA Counselor in training and supervising VA student employees; maintain student employee personnel files, report time and attendance for payroll.
- Track vocational rehabilitation certifications for expiration; remove and/or add to the authorization list as needed. Request new authorizations and complete a new authorization list every term for submission to the bookstore and Business Office.
- Provide back-up clerical support for Student Financial Aid when necessary.
- Assist in the preparation and maintenance of an office procedure manual.
- Perform other job-related duties as assigned.

Essential Functions

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to interpret and implement federal, state and University policies and guidelines regarding Veterans Educational and Student Financial Aid benefits for certification and processing.

Required Minimum Qualifications

- High school graduate or equivalent.
- A background check will be required of the successful applicant.

Additional Preferred Qualifications

- Keyboarding exam and score of 50 wpm.
- Two years of college.
- Previous office experience with word processing skills.
- Previous experience or affiliation with veterans and/or military community.
- Previous experience with VA certification and financial aid.

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