

**STATE OF WEST VIRGINIA  
OFFICE OF THE ADJUTANT GENERAL  
1703 COONSKIN DRIVE  
CHARLESTON, WV 25311-1085**

**POSITION VACANCY ANNOUNCEMENT  
ANNOUNCEMENT NUMBER: ML160802**

Opening Date: August 8, 2016

Closing Date: August 19, 2016

**LOCATION:** The Adjutant General's Office, 1703 Coonskin Dr., Charleston, WV 25311

**JOB TITLE:** MA Administrative/Operations Assistant 1

**AREA OF CONSIDERATION:** Statewide

**SALARY RANGE:** \$29,508 - \$44,196

**How to Apply:** Anyone interested in applying for this position must submit a **completed State of West Virginia Application for Employment and resume** before the Closing Date listed to: The Adjutant General's Office, 1703 Coonskin Drive, Charleston, WV 25311.

Applications may be obtained from the Human Resources Office of the Adjutant General's Department, 1703 Coonskin Drive, Charleston, WV 25311 or at <http://www.wvang.af.mil/hro/jobs.htm>.

**NATURE AND SCOPE OF WORK**

Under general supervision, performs full-performance level administrative support and clerical work in the Education Unit of the WV National Guard. The unit manages the tuition assistance program for WV National Guard members. Work requires the application of modern office procedures and the use of personal computer and related databases, office automation software and spreadsheets in the daily activities. Interacts with WV National Guard members in providing required services and in the interpretation and application of related policies and procedures of the Education Unit. Assists in the development and implementation of office procedures and in resolving operational problems. Performs related work as required.

**EXAMPLES OF WORK**

Maintains liaison with assigned educational institutions in support of the education program; requests information regarding class schedules, academic programs, student progress; interprets education assistance policies and procedures; resolves student application and eligibility issues.

Interacts with students, registrar office employees, family members and the general public; answers phone, takes messages, provides information as appropriate; makes required notes in

data system on information provided or received such as class withdrawals, discharges, changes in academic major, etc.; notifies students of application and report card deadlines.

Assists Education Unit director in processing tuition assistance applications and with maintaining related spreadsheets; assists director with FTA, student loan repayment program and bonus program and the GI Bill Manager.

Maintains and updates student academic progress from grade reports after each semester; contacts students or educational institution for late or missing data as required; posts grades and grade point averages after each semester or upon completion of class or cohort term.

Maintains recoupment spreadsheet reflecting each student's current balance and payments made.

Mails out recoupment payment letters to students who have withdrawn from class or school after the program has paid tuition; sends follow up notices of balance due or late payments of recoupment amount.

Maintains program applications by educational institution and all related correspondence on tuition assistance approval; pulls application to match invoices for payment.

Acquires knowledge of all aspects of education assistance program and related policies and procedures.

Maintains office files to include emails, phone calls, paid applications, copies of deposits by appropriate student file; prepares new student folders and folders for student name changes.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of the regulations, policies and procedures in the area of assignment.

Knowledge of general office procedures and practices.

Knowledge of state and federal laws and regulations related to the area of assignment.

Knowledge of proper English grammar, punctuation and spelling.

Ability to collect and organize data from a variety of sources and formats.

Ability to analyze operational or customer service issues and devise appropriate solutions.

Ability to prepare flowcharts, graphs and status reports.

Ability to communicate effectively with a wide variety of people, both orally and in writing.

Ability to perform basic arithmetic.

### **MINIMUM QUALIFICATIONS**

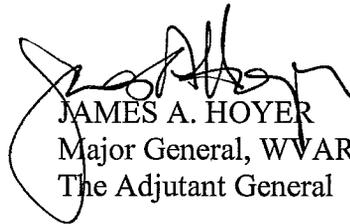
**TRAINING:** Graduation from a standard high school or equivalent.

**EXPERIENCE:** Four years of full-time or equivalent part-time paid employment in clerical and administrative support work.

**SUBSTITUTION:** College hours, related business school or vocational training may be substituted through an established formula for the required experience.

**SPECIAL REQUIREMENTS:**

1. Position is contingent upon receipt of Department of Defense funding.
2. This position falls under the West Virginia Public Employees Retirement System (PERS).
3. CONSIDERATION WILL BE GIVEN TO ALL QUALIFIED APPLICANTS WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICS, AGE, MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION.
4. STATE POSITIONS ANNOUNCED BY THE ADJUTANT GENERAL ARE **AT-WILL EMPLOYMENT POSITIONS**. THE TERM AT-WILL MEANS THAT THE EMPLOYEE CAN BE TERMINATED AT ANYTIME WITHOUT CAUSE.



JAMES A. HOYER  
Major General, WVARNG  
The Adjutant General