

Position Director of Veterans Success Center
Department/Site Student Services
FLSA Exempt
Evaluated by Dean of Students
Salary Range M-33

General Description

Under the supervision of the Dean of Students, the Director of Veterans Success Center (Director) will plan, organize, and direct activities and programs related to student veterans and military-affiliated students. Duties will include creating a vision for an inclusive campus environment that addresses the unique needs of student veterans and military-connected students. The Director will implement veteran friendly services and promote an increased awareness on campus as to the educational challenges and needs of veteran students and military-affiliated students.

This is a 12-month academic management position.

Essential Duties and Responsibilities

- Designs, implements, and assesses programs and initiatives that enhance the academic success, retention, and graduation rates of veteran and military-affiliated students.
- Directly oversees the operations of the Veterans Success Center including managing, coordinating, and assessing the day-to-day operations, encompassing managing office coverage, trainings, orientations, guidance, and evaluations for assigned staff; preparing weekly and daily schedules; and reviewing and maintaining a high quality of work.
- Makes accurate mathematical, financial, and statistical computations. Oversees the administration of general fund, categorical, grant and/or project budgets, including monitoring and approving expenditures to ensure the efficient use of resources in alignment with state and institutional policies and guidelines.
- Coordinates overall outreach efforts to promote the college, recruitment, enrollment, and retention of student veterans and military-affiliated students.
- Provides input and documentation for program and/or project evaluations and assessments including the college's program review process.
- Utilizes data and assessment tools to measure the effectiveness of student programs and services and to inform program improvements. Prepares reports and presentations on the performance and impact of services.
- Creates, reviews, and updates student learning outcomes, Program Reviews, and other required reports with measurable goals to be achieved by staff in the interest of improving department efficiency and College effectiveness.
- Plans, develops, facilitates, and collaborates with the campus offices and various organizations to deliver a wide range of support services including, but not limited to, assistance with orientation, transfer, registration, financial aid, housing, childcare, military articulation, mental health services, disability support, career development, and referrals to on and off-campus resources.
- Develops and maintains partnerships with external organizations, government agencies, and veteran services providers.
- Maintains a case management and intake system for incoming student veterans including initial application, course enrollment, management of Veteran Affairs (VA) certification processes, graduation, and support of transitional activities.

- Plans and coordinates research projects with the Office of Institutional Research and Planning related to veteran services and education and prepares a variety of research related reports.
- Works in close collaboration with the Office of Military-Veterans Benefits and VA certifying officials to ensure consistency in service to student veterans and military-connected students.
- Collects, evaluates, and analyzes data related to veteran and military-affiliated student enrollment, credit assessment, graduation, and retention, and prepares administrative reports regularly.
- Oversees of all social media platforms related to areas of responsibility.
- Coordinates with various campus offices to ensure effective and efficient operations, technology, and services of assigned programs and/or projects.
- Receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Composes and proofreads a variety of documents, including forms, memos, reports, marketing materials, and correspondence. Ensures that all materials for areas of responsibility are accurate and grammatically correct.
- Prepares clear and concise reports, correspondence, procedures, and other written materials.
- Serves as the Veterans Club advisor.
- Creates an atmosphere of collegiality and supports the goals of participatory governance.
- Administers collective bargaining agreements relevant to respective employee groups within the District.
- Participates on committees, work groups, task forces, and special assignments. Serves in the selection and evaluation of division personnel.
- Coordinates, designs, plans, and implements various events, workshops, retreats, and activities including the development and facilitation of workshops, and information sessions on topics relevant to areas of responsibility.
- Advocates for the unique needs of students within the areas of responsibility and represents their interests to faculty, staff, and administration while also serving as a resource for faculty dealing with individual student concerns.
- Collaborates with the State Chancellor's offices and various groups within the community to establish and maintain membership in professional organizations serving veterans, attend conferences and participate in local, state, and federal entities addressing veteran issues.
- Maintains knowledge and facilitates compliance of federal and state legislation, rules, policies, and procedures pertaining to veteran student benefits. In collaboration with the College's certifying officials, develop procedures, and interoffice forms as appropriate, to meet changing federal Department of Veteran Affairs laws governing veterans' educational benefits.
- Responds to crisis events impacting the learning environment and provides crisis intervention as needed.
- Works independently, presents self in a professional manner, and reflects the goals and standards of the college.
- Maintains confidential and comprehensive files and records.
- Facilitates a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds and promotes and implements programs and services that support inclusion, diversity, equity, accessibility, and anti-racism.
- Performs other duties as assigned that support the overall objective of the position and the District's mission and philosophy.

Minimum Qualifications

- Possession of a master's degree or the equivalent.

- Three (3) years of full-time experience in organizing campus veteran services or experience in providing equivalent veteran services with federal, state, or local agencies.
- Evidence of ability to communicate effectively with a diverse population.
- Evidence of ability to work effectively as a member of the administration team.
- Evidence of experience and training in the utilization of technology in administrative practice.
- Evidence of experience supervising a complex department responsible for implementation of state and federal regulations.
- Requires ability to travel occasionally, to and from events and/or meetings.
- Demonstrates sensitivity to, understanding of, and ability to work with the diverse academic, socioeconomic, ethnic, religious, disability, gender, gender identity, sexual orientation, and cultural background of community college students, faculty, and staff; and successfully fosters and supports an inclusive educational and work environment.