

MANAGER OF VETERAN SERVICES AND PROGRAMS
Bakersfield College
Kern Community College District
JOB DESCRIPTION

Definition

Under the direction of the Vice President of Student Affairs or assigned supervisor, the Manager of Veteran Services and Programs 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 Program will include veteran friendly services and an increased awareness on campus as to the educational challenges and needs of veteran students and military-affiliated students. The Manager will assist in planning and implementing student development programs for veterans, military-connected students, and all BC students, and in addressing student challenges and issues.

Examples of Duties

1. Manage the daily operation of the Veterans Resource Center including supervision of full-time and part-time staff and work-study students, including training, staff scheduling, and evaluation.
2. Coordinate the outreach to identify external community-based organizations serving veterans, and establish a network to recruit veterans and military-connected students to Bakersfield College to increase recruitment of veterans and military-affiliated students and enhance the retention and graduation rates of veteran students.
3. Assess the needs of veteran students and collaborate with other College departments to provided information and services to veterans and military-affiliated students. Develop and provide programs, activities, and tools to implement teaching, learning and support strategies for members of the College community that increase their understanding of the needs of student veterans.
4. Maintain knowledge and facilitate 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 Veterans Affairs laws governing veterans' educational benefits.

5. Collaborate 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.
6. Ensure that eligible and potential students are informed about benefits, new and existing governing laws, and veterans' services available to them through proactive communication to students.
7. Serve as technical resource in veteran-related matters to administration, faculty, and staff (e.g. Counseling Center, Office of Admissions & Records, Disabled Student Programs & Services, Financial Aid Office, etc.) to remove barriers to veteran student success.
8. Collect, evaluate, and analyze data related to veteran and military-affiliated student enrollment, credit assessment, graduation, and retention, and prepare administrative reports regularly.
9. Plan and coordinate research projects related to veteran services and education, and prepare a variety of research related reports.
10. Facilitate a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds.
11. Develop and recommend the annual budget for the Veterans Resource Center, pursue external funding opportunities to enhance services to student veterans and military-affiliated students.
12. Perform other duties and responsibilities as assigned.

Minimum Qualifications

- A Bachelor's degree from an accredited college/university or the equivalent and at least four (4) years of experience in organizing campus veteran services or experience in providing equivalent veteran services with federal, state, or local agencies, or an Associates Degree from an accredited college/university or the equivalent and at least seven (7) years of directly related experience as stated.
- Must have a demonstrated attitude and record of service and concern for the well-being and safety of others.

Knowledge and Abilities

Knowledge of:

- Federal, State, and local veteran laws, programs and services.
- Principles of budget preparation and administration.
- Principles and procedures of record keeping and report writing.
- Principles and practices of program development and administration specific to the needs of veterans.
- Principles and practices of administration, supervision, training, and performance evaluation.
- The California Community College mission.

Ability to:

- Interpret appropriate laws and regulations; administer policies and activities; formulate procedures; prepare and administer a budget; work cooperatively within a team environment; work effectively with local, state, and federal public service agencies; and work effectively and harmoniously with colleagues, students, and others.
- Research, develop, implement, and continually improve upon an effective and comprehensive veterans program.
- Analyze situations accurately and adopt an effective course of action.
- Demonstrate a sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Working Conditions

Environment: Work is performed primarily in a standard office setting with some travel to different sites and locations; incumbents may be required to work extended hours including evenings and weekends.

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1
Occasional—25-50 percent = 2

Often—51-75 percent = 3
Very Frequent—76 percent and above = 4

Ratings	Essential Physical Requirements
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3	Ability to work at a desk, conference table or in meetings of various configurations.
2	Ability to stand for extended periods of time.
4	Ability to sit for extended periods of time.
4	Ability to see for purposes of reading printed matter.
4	Ability to hear and understand speech at normal levels.
4	Ability to communicate so others will be able to clearly understand a normal conversation.
2	Ability to lift 10 pounds.
2	Ability to carry 10 pounds.
4	Ability to operate office equipment.

Status/Rationale

This is a classified administrator position.

Signatures/Approval

(Employee's Signature)

(Date)

(Supervisor's Signature)

(Date)