

# **CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT**

## **VETERANS PROGRAM SUPERVISOR**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general direction, participate in the development, promotion, and fiscal management of a comprehensive Veterans First Program, Veterans Resource Center, and Engineering Technology Program at an assigned campus; supervise and coordinate the operation of assigned program services and activities; and, provide highly responsible and complex staff assistance to assigned administrator.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional duties not listed, but within the classification.*

1. Assume responsibility for the development and implementation of services and activities related to the Veterans First Program, Veterans Resource Center, and Engineering Technology Program.
2. Oversee the Veterans Educational Benefits Program; ensure current training of support staff; coordinate and communicate regulator and program issues regarding veteran students with other departments.
3. Plan, coordinate, and implement support services as determined by program and student needs.
4. Recruit students to participate in the Engineering Technology Program in coordination with Student Services; Science, Technology, Engineering and Math (STEM); and Career Technical Education (CTE) personnel.
5. Lead and assist with the persistence, retention, graduation, transfer, and job/internship placement efforts of students participating in the Engineering Technology Program.
6. Develop systems to monitor and evaluate program effectiveness; participate in ongoing program review to continually assess effectiveness; implement changes to improve service delivery.
7. Ensure compliance with Federal and State compliance and reporting requirements; coordinate and participate in the preparation of the required Federal, State, and District reports.
8. Oversee the preparation of and provide leadership for internal, Federal, and State audits related to U.S. Department of Veterans Affairs compliance standards as needed; respond to findings and initiate actions as required. Responsible for fiscal oversight of one-time, on-going, and categorical or special grant and related funding to support veteran students.
9. Act as liaison with college and community partners to enhance awareness and advocate for support of the Veterans First Program, Veterans Resource Center, and Engineering Technology Program.
10. Develop and administer assigned program budget; forecast program needs for facilities, staffing, equipment, and operational budgets; monitor assigned budget; recommend adjustments as necessary; prepare budget reports as required.
11. Create and expand the Veterans First Program, Veterans Resource Center, and Engineering Technology Program; develop veterans' activities to support veterans' transition from military to college; offer workshops that develop self-awareness and understanding of resources available to support academic and transition success.

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12. Coordinate all aspects of the College's Engineering Technology Program. Host in-reach and outreach efforts for prospective students and community.
13. Develop in-reach and outreach materials (e.g., brochures, flyers, posters, social media, website, etc.) to enhance awareness of services provided by the Veterans First Program, Veterans Resource Center, and Engineering Technology Program.
14. In collaboration with the Executive Director of the College's Foundation, participate in fundraising efforts to augment the College's scholarship program specifically as it relates to serving veteran students and eligible dependents.
15. Develop and implement an outreach plan to seek commitment from the surrounding community and businesses to augment services currently provided to veteran students.
16. Participate in the selection of assigned personnel; provide or coordinate staff training; ensure that staff are regularly trained in current regulations as well as appropriate and current uses of technological resources; work with employees to correct deficiencies; implement discipline and termination procedures.
17. Direct, coordinate, and review the work plan for assigned services and activities; assign work activities and projects; monitor workflow; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
18. Develop, organize, and promote career, job, and internship resources for veteran students; coordinate activities with County Workforce Investment Programs such as the Tri-Valley One-Stop Career Center, College Career Center, and Alameda County, as well as local businesses, corporations, and organizations.
19. Provide workshops on various topics including GI Bill benefits, choosing majors, resume writing, job searching, networking, and other workshops requested by veteran students.
20. Develop collaborations and partnerships with community organizations to augment services currently provided by the college in support of veteran students.
21. Collaborate with the Veterans Counselor, Veterans Specialist, and other assigned personnel in defining and implementing targeted follow-up services to assist veteran students in defining personal, educational, and career goals.
22. Research and lead grant funding opportunities to support the College's Veterans First Program, Veterans Resource Center, and Engineering Technology Program.
23. Provide support for College's Student Equity & Achievement (SEA) Program activities to maximize potential State funding allocation, which includes required steps for priority enrollment, assessment/placement, orientation, educational planning, follow-up services, and retention services.
24. Provide staff assistance to the Dean of Enrollment Services or appropriate manager; participate on a variety of committees; prepare and present staff reports and other correspondence as appropriate and necessary.
25. Attend and participate in professional group meetings; maintain awareness of issues, trends, and developments in the field of veterans programs and services; keep abreast of changing technologies and software programs to support veteran students and eligible dependents.
26. Serve as the primary organizer, planner, and coordinator for Veterans First Program, Veterans Resource Center, and Engineering Technology Program related events such as the Operation Gateway (veteran student orientation), Veterans Day, Women's Veterans Day, and 9/11 Remembrance. Provide assistance with college-wide activities, events, and programs aimed at disproportionate impacted groups including veterans.

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27. Perform related duties as required.

**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

1. Operational characteristics, services, and activities of a Veterans First Program, Veterans Resource Center, and Engineering Technology Program.
2. U.S. Department of Veterans Affairs guidelines for educational benefits for veterans, active military personnel, and their eligible dependents is desirable.
3. Issues faced by returning veterans and knowledge of various community resources and support groups for veterans is desirable.
4. Pertinent Federal, State, and local laws, codes, and regulations including applicable sections of the State Education Code and other applicable laws.
5. Principles and practices of program development and administration.
6. Principles and practices of budget preparation and administration.
7. Outreach, marketing, and fundraising principles and techniques.
8. Principles and practices of fiscal, statistical, and administrative research and report preparation.
9. Federal program evaluation and reporting requirements.
10. Principles of supervision, training, and performance evaluation.
11. Principles of communicating and collaborating effectively with diverse students, faculty, staff, and administration.
12. Interpersonal skills using tact, patience, and courtesy.
13. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

**Ability to:**

1. Coordinate and direct College's Veterans First Program, Veterans Resource Center, and Engineering Technology Program.
2. Plan, organize, coordinate, and evaluate programs and projects.
3. Analyze and assess programs, policies, and operational needs and make appropriate adjustments.
4. Build strong and mutually beneficial relationships between employers, faculty, staff, and the community.
5. Demonstrate strong interpersonal skills.
6. Analyze issues and facilitate collaborative problem solving.
7. Be an active and contributing member of the College mission and values including teaching, learning, diversity, and innovation.
8. Select, train, and evaluate staff.
9. Supervise, direct, and coordinate the work of lower level staff.
10. Administer an operational budget.
11. Research, compile, analyze, and interpret information and data for a variety of statistical, narrative, and other reports.
12. Prepare and present complex and comprehensive narrative and statistical written and verbal reports including a variety of mandated and requested College, Federal, and State reports.

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13. Understand the organization and operation of the District, College, and of outside agencies as necessary to assume assigned responsibilities.
14. Coordinate assigned functions with other District and College departments as appropriate.
15. Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable Federal, State, and local policies, laws, and regulations.
16. Direct the maintenance of a variety of reports, records, and files related to assigned activities.
17. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
18. Communicate clearly and concisely, both orally and in writing.
19. Establish and maintain effective working relationships with those contacted in the course of work.

**Minimum Education & Experience** - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

**Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in business administration, public administration, counseling, or a related field.

**Experience:**

Four years of experience in program design, management, and implementation requiring partnering with multiple agencies, programs, and complex system collaborations that included direct experience with the target student population. Successful previous experience developing and implementing programs and/or services designed to serve the veterans student population is highly desirable.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Adopted by Board of Trustees on: January 15, 2019

Effective: January 16, 2019

Job Family: Supervisor