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| **PROGRAM MANAGER, VETERANS SERVICES**  |
| **Reports to:**  | Dean of Admissions & Student Support  | **Position:** |  |
| **Dept:** | Admissions & Student Support | **Range:** |  |
| **FLSA:** | Exempt | **EEO:** | Professional/Nonfaculty |

*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 by individual positions.*

### BASIC FUNCTION:

Under direction, oversee and coordinate the services and activities of the Veterans Resource Center and Veterans Education Office; develop and participate in marketing and outreach activities to promote the program and services; coordinate with external agencies to bring relevant services to the veteran population; provide oversight for non-instruc­tional services to military-affiliated students; supervise services related to certifying and pro­cess­ing student applications for Veterans Administration educational benefits, work study benefits in accordance with legal guidelines; and perform related duties as assigned.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Plan, assign, schedule, supervise and evaluate the work of assigned staff; with staff, develop, implement and monitor operational plans to achieve assigned unit objectives; manage the annual budget; make purchases and other expenditures in accordance with district procedures and monitor performance against the annual budget; participate in developing, implementing and evaluating plans, processes and procedures to achieve established goals and objectives in accordance with department standards; prepare and maintain a variety of records and reports.
2. Interview and participate in selecting new unit staff; supervise and evaluate staff perform­ance; establish performance requirements and personal development targets; regularly monitor performance and provide training, coaching and mentoring for perform­ance improvement, in accordance with district human resources policies and labor contract agreements.
3. Provide day-to-day leadership and work with staff to ensure a high-performance, service-oriented work environment that supports achieving district and division mission, objectives and service standards; enforce the maintenance of safe working conditions and ensure safe work practices are followed by staff; provide leadership to ensure a fair and open work environ­ment in accordance with the district's mission, goals and values.
4. Supervise and coordinate all operations and activities of the Veterans Services Program, including the Veterans Resource Center and Veterans Education Office.
5. Coordinate with external agencies to bring relevant services to the veteran population and prepare and deliver oral presentations to various audiences including faculty, staff and community groups.
6. Determine program needs, student learning outcomes and assessments, formulate action plans, compile statistical records for reports, and submit appropriate program development plans through program review.
7. Identify, recruit, train and supervise Veteran Peer Advisors; establish peer advisor work schedules and coordinate/conduct peer advisor meetings; maintain peer advisor work-study employ­ment records and submit timesheets for payment.
8. Track Veteran Information Center (VIC) usage data and ensure all VIC equipment is in full working order.
9. Initiate and maintain positive relations with the Department of Veterans Affairs and veteran staff on campus.
10. Develop and provide orientations, workshops and activities for students and community groups; develop veteran campus and community resource materials and make presenta­tions to veteran audiences.
11. Seek grant funding to meet program goals.

### OTHER DUTIES:

1. Plan, organize and implement a variety of programs and activities to recruit, retain and assist students.
2. Provide specialized information and advice to students regarding educational and career goals, academic progress, financial problems, disabilities and other related issues.
3. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. District organization, operations and policies.
2. Regulations, requirements, guidelines and objectives related to the full range of veteran services at MiraCosta College.
3. Interviewing techniques.
4. Applicable sections of the state education code and other laws.
5. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
6. Interpersonal skills using tact, patience and courtesy.
7. Modern office practices, procedures and equipment.
8. Safety policies and safe work practices applicable to the work.
9. District practices and procedures for budgeting, purchasing and maintaining public records.
10. Principles and practices of effective supervision.
11. District human resources policies and labor contract provisions.

### ABILITY TO:

1. Interpret, apply and explain rules, regulations, policies and procedures for Veterans Admin­istration educational benefits.
2. Plan, organize and implement programs and activities in Veterans Education Office and Veterans Information Center.
3. Develop and administer a budget.
4. Maintain records and prepare reports.
5. Train and provide work direction to others.
6. Plan, supervise, assign, review and evaluate the work of assigned staff.
7. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
8. Organize, set priorities and exercise sound, independent judgment within areas of responsi­bility.
9. Communicate effectively, both orally and in writing,
10. Operate a computer and standard business software.
11. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
12. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural ethnic and disability issues.
13. Establish and maintain cooperative and effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor’s degree in business, education or a related discipline, and two years of work experience with veterans educational benefits; or an equivalent combination of training and experience.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

Must either be a U.S. Citizen or a U.S. Lawful Permanent Resident as required for Designated School Officials per 8 C.F.R. §214.3(l)(1)(i).

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Supervise Veterans Specialist, Administrative Support Assistant III, peer advisors, student workers, interns and volunteers.

**CONTACTS:**

District administrators, faculty, staff, students, other college and community organizations, local, state and federal veteran departments, other veterans service organizations, vendors, contrac­tors and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion; occasional evening, week­end and/or holiday hours required on an as-needed basis.