

**PALOMAR COMMUNITY COLLEGE DISTRICT**

**Classification Title: Supervisor, Veterans' Services**

**Department:** Financial Aid, Veterans', and Scholarship Services

**FLSA Status:** Non-Exempt

**Staff Category:** Confidential and Supervisory Team (CAST)

**Salary Range:** 48

**Supervision Received From:** Director, Financial Aid, Veterans', and Scholarship Services

**Original Date:** June 2016

**Supervision Given:** Assigned classified, hourly, and volunteer staff in Financial Aid, Veterans', and Scholarship Services

**Last Revision:** N/A

***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.***

**JOB SUMMARY.**

Directs and schedules activities and operations to assist veterans and active duty personnel in obtaining Department of Veterans Affairs (VA) educational benefits and to achieve educational goals; assures compliance with VA, state and District regulations; coordinates programs to promote the retention of veterans and active duty students; performs the full range of supervisory responsibilities in the supervision of assigned personnel and VA Work Study students.

**DISTINGUISHING CHARACTERISTICS.**

The Supervisor, Veterans' Services is distinguished from other Student Services supervisory classes by its responsibility for directing Veterans' Services functions and supervising assigned staff.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.** Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable District policies, which include: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Collects, evaluates and processes applications and other information required to certify students' eligibility for VA benefits; requests transcripts, records and other information needed to determine status and qualifications.
3. Plans, organizes and coordinates office activities; designs and develops procedures, forms, applications, training manuals, handouts and other VA registration instructions and informational materials.
4. Assists the Director, Financial Aid, Veterans', and Scholarship Services in serving as a Certifying Official for the District; signs VA certifications, unit adjustments, tutoring forms and other documents affecting VA benefits.
5. Coordinates and implements procedures to provide guidance and information to new and returning veterans and active duty military students; approves major courses of study; explains VA and District educational requirements; explains state school requirements and VA requirements associated with students desiring to change educational majors.
6. Coordinates the generation of periodic veterans and active military student enrollment reports; coordinates the review of a variety of forms and information; assigns Work Study students to process and mail completed forms to the Veterans Administration; provides for the storage of enrollment and grading information for veterans and active military students.

7. Develops, implements and maintains a tracking system of educational courses in which veterans and active duty students are enrolled; evaluates courses not qualifying for VA payments and notifies affected students.
8. Reviews, evaluates and interprets VA regulations, federal laws and District policies and procedures related to evaluation requirements; interprets and implements changes to assure program compliance with applicable laws, regulations, policies, and procedures; assures the collection of required documents and forwards to evaluators in Evaluations and Records.
9. Assists in the assembly and preparation of annual budgets; monitors and controls budget expenditures and transfers; coordinates the disbursement of restricted funds, assuring compliance with government regulations.
10. Coordinates the collection of data for the generation of a variety of records and reports for the District and state and federal agencies; coordinates the preparation and maintenance of VA student files.
11. Communicates with the VA and the state to request approval of associate degrees; reviews standards of progress and studies of VA students; assures students meet State and VA requirements; reports course catalog revisions and additions to the state and the VA as needed.
12. Plans and implements systems to monitor veterans' and active duty students' academic process; coordinates with Information Services to develop the computer-generated probation/disqualification list; develops form letters to send to disqualified and probation students; explains related ramifications and requirements to affected veterans and active duty students.
13. Plans and coordinates outreach and recruitment efforts to veterans and active duty military personnel; prepares news releases, newsletters and other promotional and information materials to promote the District's program.

**Marginal Functions:**

1. Participates in shared governance through service on planning and/or operations committees and task forces.
2. Performs related duties as assigned.

**QUALIFICATIONS.**

**Knowledge of:**

1. Department of Veterans Affairs regulations, benefits and eligibility requirements.
2. State and federal laws, rules and regulations applicable to veterans services activities and operations.
3. Principles and practices of supervision and training.
4. Budget preparation and control.
5. Modern office practices, procedures and equipment, including computers and software programs relative to assigned areas of responsibility.
6. Recordkeeping techniques
7. Correct English usage, grammar, spelling, punctuation and vocabulary.
8. Policies and objectives of assigned program and activities.
9. Interpersonal skills using tact, patience and courtesy.
10. Applicable sections of the California Education Code and other applicable laws and regulations.
11. Military service systems and procedures.

**Skill in:**

1. Planning, organizing and directing the veterans' services program at a community college.
2. Developing, implementing, evaluating and adjusting program operation procedures.
3. Supervising, training, and evaluating personnel.
4. Interpreting and applying applicable laws, regulations, policies and procedures.
5. Analyzing work and reporting requirements and developing office procedures and forms applicable to assigned areas of responsibility.

6. Preparing, maintaining and modifying accurate and complete records and reports.
7. Analyzing situations accurately and adopting effective courses of action.
8. Establishing and maintaining cooperative and effective working relationships with others.
9. Working independently with little direction.
10. Planning and organizing work.
11. Meeting schedules and timelines.
12. Work confidentially with discretion, including maintaining the confidentiality of student records.
13. Communicating effectively both orally and in writing.
14. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

**Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of experience in student services, including two years of lead or supervisory responsibility.

**Education/Training:**

A bachelor's degree from an accredited college or university in education, business administration, counseling, or a related field.

**License/Certificate:**

Possession of, or ability to obtain, an appropriate, valid California driver's license by time of appointment.

**WORKING CONDITIONS.**

**Environmental Conditions:**

Office environment; exposure to computer screens, noise, and electrical energy; extensive contact with faculty, staff, and students.

**Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time and performing required duties; near visual acuity for preparing reports and reading characters on a computer monitor. Requires travel to other locations.