

BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: VETERAN'S PROGRAM SUPERVISOR

U222.100

BASIC FUNCTION: Under direction of the assigned Administrator, serves as supervisor of the Veteran's Resource Center, oversees and coordinates the services and activities of the Veterans Resource Center; develops and participates in marketing and outreach activities to promote the program and services; coordinates with external agencies to bring relevant services to the Butte College veteran population; provides 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, interpret regulations related to veterans' educational benefits; authorizes benefits payments; and perform related duties as assigned.

REPRESENTATIVE DUTIES: *(The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *)*

- *1. Plans, assigns, schedules, supervises and evaluates 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. Provides 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.
- *3. Hire, recruit, train, supervise and coordinate all operations and activities of the Veterans Resource Center. 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.
- *4. Acts as School Certifying Official (SCO) in accordance with the U.S. Department of Veteran's Affairs School Certifying Official Handbook.
- *5. Determines and certifies eligibility for borrowers in the Stafford and PLUS loan programs, requests electronic guarantees.
- *6. Evaluates prior military credit (DD-214 and Service Schools) per ACE guidelines; submits course catalog to the Bureau for Private Postsecondary and Vocational Education and the Veterans Administration for approval to pay veterans for specific programs offered at Butte College.
- *7. Performs student financial need analysis and verification processes and resolves all conflicting information; reviews budget construction, income changes and monitors academic progress, attendance and course completion and makes appropriate recommendations.
- *8. Acts as liaison with the Department of Education coordinating and determining the return of Title IV refunds and repayment obligations. Participates in the annual audit of student records regarding the return of Title IV funds and overpayments. *
- *9. 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.
- *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. Conducts various meetings to provide financial aid and veterans benefits counseling; may conduct loan entrance and exit counseling in individual and group settings; presents general financial aid and veteran's program information and individual instructions to local high schools, community groups and college classes.
- *12. Keeps informed pertaining to present and pending laws, rules, regulations, and interpretations pertaining to financial aid and veteran's programs to apply them to student situations.

- *13. Processes federal and state loan reports, including cohort default rate research and assists students with resolution of current or potential default problems.
- *14. Acts as liaison with California Student Aid Commission with regard to FFELP programs, lenders, servicers and guarantee agencies/state grants.
- *15. Types a variety of correspondence and statistical reports; creates and maintains files; answers telephones and questions and schedules appointments; operates a computer for word processing, design and layout of flyers and publications, database development and maintenance, charts and spreadsheets, etc.
- 16. Seek grant funding to meet program goals.
- 17. May serve on a variety of District committees as requested.
- 18. May perform other duties as assigned.

● **MINIMUM QUALIFICATIONS:**

EDUCATION AND EXPERIENCE:

- Graduation from an accredited four-year college or university with a bachelor's degree in business, education or a related discipline, or the equivalency
- AND**
- Four (4) years of work experience with assisting student veterans with veterans' educational benefits, including at least one (1) year in a senior or lead role.
- OR** any combination of education and experience which would provide the required equivalent qualifications for this position.

* *Bachelor's Degree education equivalency equals two (2) years of increasingly responsible work experience for each full year (24-30 units) of college. (College and experience may be combined, but may not replace, the required Minimum Qualifications.)*

● **CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:**

- Hold and maintain a valid driver's license throughout duration of employment with the District.
- Some travel is required.

DESIRED QUALIFICATIONS:

- *Seven (7) years of experience working within student services at an educational institution within the area of financial aid and/or veteran's benefits.*
- Bachelor's degree
- Military service experience

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)

Knowledge of: District policies, procedures and regulations; applicable sections of the state education code and other laws; financial aid and veterans counseling techniques; federal verification requirements and federal needs analysis; software applications including word processing, data base management and spreadsheets; proper grammar usage; letter and report writing; basic budgetary principles and practices; a variety of computer software and hardware. Principles and practices of effective supervision; District practices and procedures for purchasing and maintaining public records. **Ability to:** Interpret, apply, and explain rules, regulations, policies, and procedures for Veterans Administration educational benefits. Plan, organize and implement programs and activities in Veterans Education Office and Veterans Information Center. Develop and administer a budget. Maintain records and prepare reports. Plan, supervise, assign, review and evaluate the work of assigned staff. Train and provide work direction to others. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies. Organize, set priorities and exercise sound, independent judgment within areas of responsibility. Communicate effectively, both orally and in writing, and use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people. Operate a computer and standard business software. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural ethnic and disability issues. Establish and maintain cooperative and effective working relationships with all those encountered in the course of work. Safely operate a motor vehicle and travel between District sites and other areas of business necessity.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Provides direct supervision to departmental classified staff, temporary staff and student employees.

PHYSICAL EFFORT:

Normal office environment. 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.

CONTACTS:

Faculty, staff, administrators, students, and the general public.

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.

NOTE: THIS CLASS IS EXEMPT UNDER FLSA PROVISIONS.

Butte-Glenn Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Butte-Glenn Community College District will provide reasonable accommodation to qualified individuals. Butte-Glenn Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.