

SUPERVISOR, VETERANS PROGRAM

GENERAL DESCRIPTION OF CLASS:

Under direction of an administrator or manager, supervises assigned staff and the day-to-day operations, activities, and workflow of the Veterans Resource Center; oversees and coordinates the services, programs, and resources 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; supervises services related to certifying and processing student applications for Veterans Administration educational benefits and work-study benefits in accordance with legal guidelines; interprets and applies regulations related to veterans' educational benefits; authorizes benefits payments.

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 *.

BASIC FUNCTION:

The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Plans, assigns, schedules, supervises, and evaluates the work of assigned staff; oversees the day-to-day workflow and activities of the program are conducted to meet the needs of Veteran students. *
2. Develops, implements, and monitors operational plans to achieve Veteran program objectives. *
3. Assists administrator or manager with budget planning and development to ensure the Veterans' program has available budgetary resources to meet the needs of enrolled students and the program. *
4. Manages the annual budget; assesses program needs, makes purchases, and reviews/approves other expenditures in accordance with District policies and procedures; monitors performance against the annual budget. *
5. Participates in developing, implementing, and evaluating plans, processes, and procedures to achieve established goals and objectives in accordance with department standards; prepares, updates, and maintains a variety of student and program records and reports. *
6. Provides day-to-day leadership and works with staff to ensure a high-performance, service-oriented work environment that supports achieving District and division mission, objectives, and service standards; enforces the maintenance of safe working conditions to ensure safe work practices are followed by staff and students; provides leadership to ensure a fair and open work environment in accordance with the District's mission, goals and values. *

7. Hires, recruits, trains, supervises, and coordinates all operations and activities of the Veterans Resource Center. *
8. Coordinates with external agencies and organizations to bring relevant services to the veteran population; prepares and delivers oral presentations to various audiences including faculty, staff, and community groups. *
9. Acts as School Certifying Official (SCO) in accordance with the U.S. Department of Veterans Affairs School Certifying Official Handbook. *
10. Determines and certifies program eligibility for borrowers in the Stafford and PLUS loan programs; requests, receives, and verifies electronic guarantees. *
11. 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 (VA) for approval to pay veterans for specific programs offered at Butte College. *
12. Performs student financial need analysis; verifies processes and resolves all conflicting information; reviews budget construction and income changes; monitors academic progress and attendance and course completion; assesses status and makes appropriate recommendations. *
13. 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. *
14. Researches, analyzes, and determines program needs, student learning outcomes, and assessments; formulates action plans, extracts, gathers, and compiles statistical data to prepare and generate records for reports; submits appropriate program development plans through program review. *
15. Develops and provides program orientations, workshops, and activities for students and community groups; develops veteran campus and community resource materials and makes presentations to veteran audiences. *
16. Conducts various meetings to provide financial aid and veterans benefits counseling; presents general financial aid and veteran's program information and individual instructions to local high schools, community groups, and college classes; may conduct loan entrance and exit counseling in individual and group settings. *
17. Stays abreast of pending and current laws, rules, and regulations related to Veterans programs and financial aid; ensuring they are accurately applied to student situations and circumstances. *
18. Processes federal and state loan reports, such as the cohort default rate research; assists students with resolution of current or potential default problems. *
19. Acts as a liaison with California Student Aid Commission with regard to Federal Family Education Loan Program (FFELP) lenders, service providers, and guarantee agencies/state grants. *
20. Creates, updates, and maintains a variety of documents including, but not limited to, correspondence, communications, forms, templates, manuals, brochures, informational materials, and statistical reports; creates, updates, and maintains records, files, file sharing, and filing systems; receives and answers telephone and/or email inquiries; schedules appointments to meet with students and others related to assigned program. *
21. Operates a computer to access various District programs, applications, and databases to create, update, and maintain a variety of documents including, but not limited to, word processing, spreadsheets, charts, graphs, and presentations; accesses and extracts data and information from District databases to create reports and/or records, as

needed; works with marketing to design flyers, publications, and informational reference materials. *

22. Researches and seeks grant funding programs and/or opportunities to meet program goals; collaborates with appropriate staff to complete and submit grant applications. *
23. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. *
24. May serve on a variety of District committees as requested.
25. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- Bachelor's degree* in business, education, or related discipline; **AND**
- Four (4) years of work experience 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 qualifications for the position.

* Bachelor's degree education equivalency is a 1 to 1 equivalency, one (1) year of responsible work experience related to the classification for each full year (24-30 units) of college.

DESIRED QUALIFICATIONS:

- Six (6) years of experience working within student services at an educational institution within the area of financial aid and/or veterans' benefits.
- Military service experience.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- May be required to hold and maintain a valid driver's license **'if and when'** travel is required in the course of work.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

KNOWLEDGE, SKILLS, AND ABILITIES:

(May be acquired through education, training, and/or experience.)

Knowledge of:

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies and procedures governing the District.
- Financial aid and veterans counseling techniques.
- Federal verification requirements and federal needs analysis.
- Business letter writing and composition.
- Basic budgetary principles and practices.
- Theories, principles, and best practices in supervision and training of assigned staff.
- District practices and procedures for purchasing and maintaining public records.

- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Ensure compliance with all laws, regulations, and policies through effective office supervision and leadership.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Plan, organize, and implement programs and activities in the Veterans Education Office and Veterans Information Center.
- Develop and administer a budget.
- Update and maintain records and prepare standard and ad-hoc reports.
- Train and provide work direction to assigned staff, student workers, student assistants, and short-term, temporary staff.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making sound and educated decisions.
- Define issues, analyze regulations, rules, and policies.
- Organize, set priorities, and exercise sound, independent judgement.
- Communicate clearly and concisely, both verbally and in writing.
- Safely operate a motor vehicle and travel between District sites and other areas of business.
- Handle sensitive and complex issues, situations, and concerns with tact and diplomacy.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, and establishing and maintaining databases and spreadsheets.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic, and disability issues.

- Establish and maintain effective and cooperative working relationships with those encountered in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbent in this class is in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbent in this class provides supervision, work direction, and/or guidance to assigned classified staff, student workers, student assistants, and/or short-term, temporary employees. The incumbent in this class receives general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness, and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel, or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to twenty-five (25) pounds. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment. The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information, and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered in the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte-Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY EMPLOYER:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions. Butte-Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, gender identity, gender expression, color, national origin, language, accent, citizenship status, immigration status, ancestry, age, religion, sex, sexual orientation, parental status, marital status, veteran status, pregnancy, genetic information, physical or mental disability or medical condition, or on the basis of these perceived characteristics.