

NOVEMBER 2017
FLSA: EXEMPT
SALARY GRADE: T
CBA DESIGNATION: CLASSIFIED MANAGEMENT

RIVERSIDE COMMUNITY COLLEGE DISTRICT

DIRECTOR, VETERANS RESOURCE CENTER

BASIC FUNCTION: Under the supervision of the area administrator plans and directs all aspects of Veterans Resource Center, which may include components of admission, registration, student financial services, counseling, health services, outreach/recruitment, housing, articulation, and community relations with other veterans serving institutions.

SUPERVISORY RESPONSIBILITIES: Supervises and directs all assigned staff.

REPRESENTATIVE DUTIES (Illustrative Only):

1. Implement, administer, and evaluate programs and services for veterans and military affiliated students; adhere to State and Federal regulations and prepare for annual audits.
2. Manage, coordinate, and assess the day-to-day operations of the Veterans Resource Center.
3. Plan, develop, facilitate, and collaborate with campus departments to deliver a wide range of student development services, college persistence and retention initiatives, i.e. orientation, application and registration labs, student success workshops, financial aid and scholarship application sessions, and referral to on and off campus resources.
4. Manage activities within and outside the College to enhance the student experience for veterans and military affiliated students; coordinate overall outreach efforts to promote the College and recruitment of veterans.
5. Maintain a case management and intake system for incoming student veterans including initial application, course enrollment, management of VA certification process, graduation, and supporting of transitional activities.
6. Assist and collaborate with college officials to implement initiatives that support veterans in areas including, but not limited to, housing, childcare, military articulation, health and welfare, marketing, and the development of a comprehensive Veterans Resource Center.
7. Establish, collaborate, and maintain on-going communication with local community resources and organizations including the Education Services Officer of the local military installation, military/veteran education, and various veteran's organizations related to local, state, and federal agencies, community support services, and Veteran Affairs (VA); serve as liaison with state, regional, and national organizations, committee, and task forces.
8. Conduct data collection to assess the progress of the College's veteran students; assess, monitor, and track the needs of current student veteran population; recommend new initiatives according to identified needs; contribute to short and long term department goals; implement maintenance of required records and statistical data; prepare and submit reports, compile and evaluate data.
9. Maintain annual department budget and control of expenditures.
10. Develop, implement, and direct internal control procedures, operational standards, and policies and procedures that ensure regulatory compliance.
11. Provide personnel management to staff including supervision, orientation, performance evaluation and guidance and support concerning professional development; mentor and train staff on policies and procedures.

12. Maintains friendly and supportive atmosphere for students, faculty, staff, and the public.
13. Performs other duties related to the position as assigned.

EDUCATION AND EXPERIENCE:

The equivalent of: Bachelor's degree from an accredited college or university is required. Master's degree is preferred. A minimum of three years of increasing responsibility in a service-oriented division, with at least two years of successful full-time administrative experience in a veteran's resource center, is required. Experience in the supervision of office personnel is also required. Military experience is preferred.

LICENSES/CERTIFICATIONS: None.

KNOWLEDGE OF:

- College veterans policies and procedures (state and local);
- Veteran affairs;
- Title V;
- Educational Code;
- Matriculation rules and regulations;
- Database management and spreadsheets software applications;
- Information processing techniques and computer literacy.

ABILITY TO:

- Maintain confidential and comprehensive files and records;
- Communicate effectively, orally and in writing;
- Fairly and effectively manage personnel.

CONTACTS: Co-workers, staff, students, administrators, local community resources and organizations, officers of the local military installation, military/veteran education, and various veteran's organizations related to local, state, and federal agencies, community support services, and Veteran Affairs.

PHYSICAL DEMANDS: Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds. Will require occasional travel.

ENVIRONMENTAL ELEMENTS: Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

EXEMPT POSITION: This is an exempt position and is not subject to overtime.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, please contact (951) 222-8039.