

Job Description

Position Title: Manager, Military & Veterans Services

Job Group: Academic Affairs

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The Manager, Military & Veterans Services oversees maintenance and compliance for several military branches. Ensures compliance with Memos Of Understanding for each instructional site. Serves as point of contact for faculty and students. Develops relationships with College and military leadership. Facilitates flexible classroom locations on Davis Monthan Air Force Base and other military locations to make learning more accessible. Partners with separate military branches, units, and military locations to offer new programs.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Oversees all actions related to active duty service members and the Department of Defense and National Guard and Reserve Commands. Manages flexible classroom locations on Davis Monthan Air Force Base and military locations to make learning more accessible. Partners with separate military branches and units to facilitate regular schedules and increase provision of assessment testing.
2. Plans, implements, and administers complex programs and projects. Develops action plans and evaluates program goals, plans, operational and funding needs. Oversees and manages the development and administration of instruction, professional development, and training curriculums.
3. Advances strategies for generating revenue and external partnerships and manages implementation and evaluation. Manages daily operational budgets. Provides complex consultative services including program and legal requirements.
4. Develops and maintains internal and external contracts; coordinates efforts to ensure program success and client satisfaction.
5. Prioritizes and assigns work and conducts performance evaluations. Makes hiring, termination, and disciplinary recommendations. Ensures staff attends training conferences to keep updated as subject matter experts.
6. Represents the college at a variety of internal and external activities to increase visibility with the local military and the community official for VA benefits.
7. Manages and analyzes enrollment, communications, and marketing efforts.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Knowledge of principles and methods for promoting programs and services
3. Skill in budget/resource management
4. Skill in organization, coordination and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in positive, productive and flexible customer service
8. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: My position provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Student Success: My position allows me the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Education, Administration, or a closely related field of study required.

- Three (3) to Five (5) years of related experience required.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours