

# Job Description

Position Title: Manager, Veteran Services

Job Family: Student Services

Job Type: Manager

FLSA Status: Exempt

Salary Grade: 09

## Position Summary:

The Veteran Services Manager oversees compliance with the Department of Veterans Affairs (VA) and the Arizona State Approving Agency (SAA) for students using VA education and employment benefits. Manages the Veteran Advisors and their respective Veteran Center/Spaces on each campus, State Certifying Officials in the main office and VA Work-Study students. Develops relationships with College and VA/SAA to support veterans, active-duty military, and their dependents. The Veteran Services Manager manages, interprets, develops, and implements policies/procedures in compliance with VA federal standards and Arizona SAA standards. The Veteran Services Manager manages internal and external VA/SAA compliance audits. The Veteran Services Manager coordinates with Department Outreach Coordinator to obtain funds and other resources to return student veterans that have debt challenges with the College to the College and continue their academic goals.

## 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. Manages all actions related to Veteran Benefit Recipients (VBR), Veterans Readiness & Employment benefits (VR&E), VA Benefit Certifications, Veterans Administration and State Approving Agency compliance. Interprets and implements policies and procedures based on federal and state laws affecting and supporting VBRs.
2. Completes annual training requirements for maintaining State Certifying Official status through webinars, state, regional and national meetings and conferences. Maintains a working knowledge of the State Certifying Official Handbook and monitor websites and national list- serves for new interpretations, changes and updates to VA Education Benefit processes and procedures.
3. Maintains ability for Military and Veterans staff members to function within VA portals required to process certifications, request VA Work-Study contracts, access authorizations from VR&E and remain updated as subject matter experts.
4. Evaluates and updates all certification and compliance processes and procedures and ensure consistency in reporting data to the VA. Develops and monitors all PCC/VA compliance reports to ensure accuracy of certifications, reporting of academic progress, graduation and any other VA mandated reports.
5. Monitors VA Debt Management communications and payments. Oversees the reporting of tuition and fees to the VA. Works directly with Student Accounts to ensure accuracy in VA payment deposits to student's accounts.

6. Collaborates with Departments at PCC (Student Accounts, Curriculum, Registrar's, Financial Aid, Access & Disability Resources and Bookstore) and with External Organizations to build a relationship with Veteran Resources in our community to better serve our veteran student population.
7. Manages Veteran Advisor caseloads and oversee training in all areas of Student Services and VA/SAA compliance regarding academic advising.
8. Prioritizes and assigns work and conducts performance evaluations. Makes hiring, termination and disciplinary recommendations.
9. Participates in College functions, meetings and trainings. Assists in the coordination and implementation of the Veterans Day Celebration/Ceremony and Veterans Graduation Program/Dinner.
10. 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:** 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:** Allows 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 an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively 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