

# Job Description

Position Title: Military and Veteran Services Supervisor

Job Family: Student Services

Job Level: Supervisor

FLSA Status: Exempt

Salary Grade: 06

## Position Summary:

The Military and Veteran Services Supervisor is responsible for supervising and managing duties in the Veteran Center and veteran spaces through the college. The Military & Veteran Services Supervisor position requires analytical decision making. This position will manage the Veteran Center, Vet Spaces and Veteran Outreach. Provides supervision over direct reports within division.

## 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. Provides supervision over direct reports within division as assigned.
2. Assist students in obtaining veterans educational benefits & certification, to include financial aid
3. Assist students with orientation, scheduling of classes & academic progress to ensure veteran success, to include tutoring
4. Develop, coordinate and conduct orientation and information sessions regarding veteran benefits, College admission and financial aid
5. Conduct assessments & referrals to community veteran support services, organizations and agencies
6. Serve as the Faculty Sponsor for the Student Veterans Organization (SVO)
7. Ensure compliance with all reports and certifications as required. Conduct internal audits as necessary.
8. Maintain professional development to stay up to date with current departmental requirements.
9. Collaborate with internal and external stakeholders to reach departmental goals and strategies.
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 to 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 a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport 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