

## **Military & Veterans Services MGR**

### **Major Duties**

Responsible for managing and implementing a comprehensive strategy which enhances student learning, and provides a common vision and direction for veteran students.

Supervises assigned area of responsibility and staff by assigning and delegating tasks, providing direction, resolving work problems, communicating job expectations, training employees, and developing professional growth development opportunities.

Conducts annual employee evaluations and effectively recommends pay increases, promotions and other personnel actions.

Participates in employee selection process. Administers disciplinary actions upon approval, and in collaboration with Human Resources. Manages and coordinates the implementation of day to day programming activities for veteran programs, activities and events.

Provide enrolled veterans with information and referrals on academic, career, personal, financial and social matters.

Reviews academic evaluations, enrollment, and student requirements to insure compliance with Veteran Affairs regulations, and Columbus State policies. Monitors veteran students' academic progress, course enrollment, and other reporting requirements.

Insures the college is in compliance with state and federal agencies by maintaining a thorough knowledge of veterans' affairs policies and procedures; prepares and submits reports to the appropriate federal and state entities.

Acts as a liaison between the Department of Veterans Affairs Vocational Rehabilitation Specialist and disabled veterans; controls the issuance of forms used to cover educational costs.

Communicates with the appropriate state and federal agencies to resolve any conflicting issues as needed. Coordinates the process for clearing students in overpayment status with the Department of Veterans Affairs. Implement a veteran's outreach and recruitment plan. Assists students in applying for a wide variety of Department of Veteran Affairs programs. Makes appropriate referrals to campus and community resources/agencies.

### **Additional KSAs**

Skill in: problem solving; verbal and written communications; organizing resources and establishing priorities; outstanding interpersonal and community and human relations skills; communicating effectively within a diverse community; administrative processes.

Ability to: balance responsibilities and collaboration with Student Affairs and other Columbus State departments; actively collaborate across communities, including faculty, staff and students in

responding to Veteran student and campus needs; work with and be sensitive to individuals from diverse cultural backgrounds and to be committed to a diverse community; speak before audiences; be proactive, plan and evaluate; react calmly and effectively in emergency situations; exercise sound judgment in appraising difficult situations and in making appropriate decisions and judgment; engage students, faculty, staff and other college professionals in challenging conversations about Veteran student related concerns; make critical decisions about veteran student welfare and college safety and security; develop and maintain good working relationships with associates, supervisors, job contacts and general public; serve as key liaison to Student Conduct, Public Safety, Disability Services, and others as needed; provide training and education, with an emphasis on veteran services; and assist with policy and procedure development within Shared Governance; be flexible; analytical and student-centered.