

CLASSIFICATION SPECIFICATION

Director of Military and Veterans Services

FT/PT Class Code: 3104, 3604 Pay Grade: B/C 21 FLSA: Exempt Est. 10/01/15

SUMMARY STATEMENT: The Director of Military and Veterans Services provides leadership for the development and implementation of College policies, services and programming for Delaware Tech students and staff who are veterans, service members or their dependents. The Director provides expertise to the College's Veterans and Service Members Counselors and College administrators and staff to develop strategies and initiatives focused on engaging and supporting the College's military-connected students/staff in reaching their educational and professional goals. The Director serves as the College's primary point of contact with federal and state agencies, organizations and individuals whose regulations, requirements, and services impact military-connected students and staff. In addition, the Director serves as the lead integrator with other College departments to develop strategies and initiatives focused on engaging and empowering the College's military-connected students, dependents, staff, and alumni.

NATURE AND SCOPE:

The Director will report to the President and will play a principal role in developing and directing the long-term planning and operational activities in support of the broad portfolio of veteran and military-connected programs for students and staff. The Director will have matrix authority over the College's Veterans and Service Members Counselors, as well as other personnel having direct responsibilities for providing services to military-related students and staff. Typical contacts include College administrators, state and federal governmental officials, internal and external stakeholders, Veteran Service Organizations and individuals whose work affects the lives of military and veteran students and staff.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Develops and implements long-range strategic plan for veteran services and serves as the Collegewide expert on military and veteran information, issues, and opportunities. Monitors and coordinates Collegewide veteran student services. Supports VA Certifying Officials and VIP Facilitators and assists them with VA auditing.
2. In collaboration with the Division of Student Affairs, creates, promotes, and delivers services and programs that meet the specialized needs of student veterans. Participates in the creation and delivery of new student veteran orientation.
3. In collaboration with the Deans of Instruction, develops academic programs relevant to student veterans. Oversees procedures to credential or award student veterans college credit for military training.
4. Collaborates with the Division of Student Affairs to meet enrollment, retention, and student support goals.
5. Collaborates with Human Resources in the development of initiatives and programs to support and engage military-related faculty and staff and their dependents.

PRINCIPAL ACCOUNTABILITIES, cont'd:

6. Collaborates with Business Services to ensure compliance with federal and state requirements concerning veterans and service members' educational benefits and to develop programs and policies that assist military-related students and their dependents to maximize state and federal financial aid.
7. Manages and monitors compliance with federal and state regulations pertaining to veteran and military student and staff issues and works with other college officials to develop associated policies, procedures, and related forms.
8. Coordinates Veterans Inspiring Progress (VIP) activities to promote College wide activities, veteran-to-veteran mentorship programs, alumni activities, employment opportunities, and networking with other student veterans' organizations, Student Veterans of America, and veteran service organizations.
9. Assists in training staff on issues affecting military-related students and staff. Promotes understanding of veterans in the College community.
10. Leads the Collegewide Veterans Committee and develops contacts with Veteran Service Organizations, community agencies, medical and mental health agencies, Veterans Affairs; and local, state, and federal agencies that serve veterans.
11. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of federal and state laws and guidelines for veteran and military students.
- ◇ Knowledge of the transitional and educational issues that apply to veteran and military students.
- ◇ Proficient skill in the use of spreadsheet, database, and presentation software (e.g. Microsoft Office) to prepare reports, presentations and conduct data analysis.
- ◇ Ability to effectively communicate and relate to a diverse population in a multicultural environment.
- ◇ Ability to establish good working relationships with a variety of individuals and organizations and to facilitate inter-organizational cooperation.
- ◇ Ability to manage time and resources in order to manage multiple projects on schedule.
- ◇ Ability to quickly learn college organization and applicable operations, policies, and procedures.
- ◇ Strong interpersonal, organizational, project management and presentation skills.

MINIMUM QUALIFICATIONS:

- ◇ Bachelor's degree in a relevant field to include coursework in counseling or education (Master's degree is preferred) and four (4) years of relevant experience to include experience working with veteran's educational benefits or equivalent combination of education and experience. Preference will be given to veterans or applicants with experience working in a military environment and who possess familiarity with military operations as well as the higher education environment.