

Director of Veteran Services and Programs
Bakersfield College
Kern Community College District
JOB DESCRIPTION

Definition

Under the direction of the Dean of Students or assigned supervisor, the Director of Veteran Services and Programs will plan, organize, and direct activities and programs related to student veterans and military-affiliated students.

Examples of Duties

1. Manage the daily operation and oversight of the Veterans Resource Center.
2. Select, supervise, train, and evaluate staff and student employees.
3. Coordinate the outreach to identify external community-based organizations serving veterans.
4. Establish a network to recruit veterans and military-connected students to the College.
5. Increase recruitment of veterans and military-affiliated students and enhance the veteran students' retention and graduation rates.
6. Assess the needs of veteran students and collaborate with other College departments to provide information and services to veteran and military-affiliated students.
7. Develop and provide programs, activities, and tools to implement teaching, learning, and support strategies for members of the College community that increase their understanding of the needs of student veterans.
8. Maintain knowledge and facilitate compliance with federal and state legislation, rules, policies, and procedures about veteran student benefits Implementation and policy development, and continued monitoring of Isakson and Roe and other federal legislation.
9. Collaborate with the State Chancellor's offices and various groups within the community to establish and maintain membership in professional organizations

Example of Duties (continued)

serving veterans, attend conferences, and participate in local, state, and federal entities addressing veteran issues.

10. Ensure eligible and potential students are informed about benefits, new and existing governing laws, and veterans' services through proactive communication with students.
11. Serve as a technical resource in veteran-related matters to administration, faculty, and staff to remove barriers to veteran student success.
12. Serve as liaison between the College and the United States Department of Veterans Affairs, California Department of Veterans Affairs, and State Approving Agency for Veterans Affairs.
13. Manage approval of programs and audits conducted by all governing authorities regarding veteran affairs.
14. Collect, evaluate, and analyze data related to veteran and military-affiliated student enrollment, credit assessment, graduation, and retention, and prepare administrative reports regularly.
15. Plan and coordinate research projects related to veteran services and prepare research-related reports.
16. Promote a work culture that values diversity and demonstrates the delivery of exemplary customer service, innovation, and quality services to employees and the community.
17. Develops, prepares, manages, and monitors annual budgets, one-time funding processes, endowments, and grants from outside organizations to pursue external funding opportunities to enhance services to student veterans and military-affiliated students.
18. Management and oversight of Credit for Prior Learning military applications and implement Credit for Prior Learning initiatives in Industry Certification and Portfolio for all veteran and military-affiliated students.
19. Participate in workshops, meetings, and conferences at the district, local, regional, and state levels as appropriate to the assigned areas of responsibility.
20. Establish and maintain strong, cooperative, and effective working relationships with faculty, staff, students, and community partnerships.
21. Organizes and monitors the certification of veteran's benefits.

Example of Duties (continued)

22. Perform other duties and responsibilities as assigned.

Minimum Qualifications

- Master's degree from an accredited college/university and two (2) years of related experience in organizing veteran services.

OR

- Bachelor's degree from an accredited college/university and four (4) years of related experience in organizing veteran services.
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.

Knowledge and Abilities

Knowledge of:

- Pertinent Federal, State, and local veteran laws, programs, and services.
- Principles of budget preparation and administration.
- Principles and procedures of record keeping and report writing.
- Principles and practices of program development and administration specific to the needs of veterans and military-affiliated students.
- Principles and practices of administration, supervision, training, and performance evaluation.
- Mission, procedures, and operations of California Community Colleges.

Ability to:

- Interpret appropriate laws and regulations.
- Administer policies and activities.
- Formulate procedures.
- Prepare and administer a budget.
- Represent the District in a professional manner.
- Make public presentations.
- Research, develop, implement, and continually improve upon a practical and comprehensive veterans' program.
- Analyze situations accurately and adopt a practical course of action.
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.

Knowledge and Abilities (continued)

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain collaborative effective working relationships with those contact in the course of work.

Working Conditions

Environment: Work is performed primarily in a standard office setting with some travel to different sites and locations; incumbents may be required to work extended hours, including evenings and weekends.

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1

Occasional—25-50 percent = 2

Often—51-75 percent = 3

Very Frequent—76 percent and above = 4

Ratings	Essential Physical Requirements
3	Ability to work at a desk, conference table, or in meetings of various configurations.
2	Ability to stand for extended periods of time.
4	Ability to sit for extended periods of time.
4	Ability to see for purposes of reading printed matter.
4	Ability to hear and understand speech at normal levels.
4	Ability to communicate so others will be able to clearly understand a normal conversation.
2	Ability to lift 10 pounds.
2	Ability to carry 10 pounds.
4	Ability to operate office equipment.

Status/Rationale

This is a classified administrator position.

Signatures/Approval

(Employee's Signature)

(Date)

(Supervisor's Signature)

(Date)

RE: 1/30/2024

Revised: 08/2025