

Director of Veterans Success Center
Citrus Community College

Direct Link: <https://www.AcademicKeys.com/r?job=254420>

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Posted Mar. 14, 2025, set to expire Jul. 10, 2025

Job Title Director of Veterans Success Center
Department Veterans Success Center
Institution Citrus Community College
Glendora, California

Date Posted Mar. 14, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Director/Manager

Academic Field(s) Administration - Student Affairs

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Job Description

Director of Veterans Success Center

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Recruitment Start Date 03/12/2025

Recruitment End Date

Open Until Filled

First Consideration Date 04/17/2025

Salary Range M-33

Pay Rate \$139,650-\$183,768 annual, plus 2.5% for a verified doctorate from an accredited institution. Initial placement on the management salary schedule for newly hired managers will be at step 1; however, the President may recommend a higher step placement.

FLSA Status Exempt

Benefits

Health & Wellness

- Fully-paid [Medical, Dental, and Vision Insurance](#) for eligible employees and dependents
- Choice of HMO or PPO with very low co-pays and out-of-pocket costs
- Flexible Spending Accounts for healthcare and dependent care
- Free 24/7 Employee Assistance Program
- Basic Life and AD&D insurance for employees only

Work-Life Balance

- [18 Paid Holidays](#) and 22 Vacation Days annually
- 12 Sick Days annually
- Possibility of Modified Summer Schedule
- Professional Learning Opportunities
- No-cost Annual Staff Parking
- Free 24/7 employee assistance program
- Close proximity to the Metro rail system

Financial & Retirement Benefits

- [CalPERS/CalSTRS](#) Retirement Plans with District-paid post-retirement medical, dental, and vision (if eligible)

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- 457(b), 403(b), & Roth 403(b) Deferred Compensation Plans

General Description/Summary

About Citrus College

Celebrating more than 100 years of service, Citrus College is located in Glendora in the foothills of the San Gabriel Mountains, approximately 25 miles northeast of metropolitan Los Angeles. The college has the distinction of being the oldest community college in Los Angeles County and the fifth oldest in the state.

Citrus College was founded in 1915, with an enrollment of 27 students, under the leadership of Dr. Floyd S. Hayden, who helped bring the community college movement to California. From 1915 to 1961, the college was operated by the Citrus Union High School District.

In July 1961, the Citrus Community College District was created to include the Azusa and Glendora Unified School Districts. In 1967, the district expanded to include the Claremont, Duarte and Monrovia school districts.

Today, Citrus College occupies a 104-acre campus, and offers classes on a 16-week calendar (fall and spring semesters), as well as a variety of non-traditional scheduling options - winter session, evenings, summer sessions, and optional class formats, such as hybrid and online education courses.

Mission Statement

Citrus College provides students with quality educational experiences and support services that lead to the successful completion of degrees, transfer, certificates, career/technical education, and basic skills proficiency. The college fosters academic and career success through the development of critical thinking, effective communication, creativity, and cultural awareness in a safe, accessible, and affordable learning environment. In meeting the needs of our demographically diverse student population, we embrace equity and accountability through measurable learning outcomes, ethical data-driven decisions, and student achievements.

Accreditation

Citrus College is accredited by the Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges, 10 Commercial Blvd., Suite 204, Novato, CA 94949, (415) 506-0234, an institutional accrediting body recognized by the Council for Higher Education Accreditation and the U.S. Department of Education. Additional information about accreditation,

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including filing of complaints against member institutions, can be found at www.accjc.org.

POSITION SUMMARY

Under the supervision of the Dean of Students, the Director of Veterans Success Center (Director) will plan, organize, and direct activities and programs related to student veterans and military-affiliated students. Duties will include creating a vision for an inclusive campus environment that addresses the unique needs of student veterans and military-connected students. The Director will implement veteran friendly services and promote an increased awareness on campus as to the educational challenges and needs of veteran students and military-affiliated students.

This is a 12-month academic management position.

Minimum Qualifications/Education and Experience

- Possession of a master's degree or the equivalent.
- Three (3) years of full-time experience in organizing campus veteran services or experience in providing equivalent veteran services with federal, state, or local agencies.
- Evidence of ability to communicate effectively with a diverse population.
- Evidence of ability to work effectively as a member of the administration team.
- Evidence of experience and training in the utilization of technology in administrative practice.
- Evidence of experience supervising a complex department responsible for implementation of state and federal regulations.
- Requires ability to travel occasionally, to and from events and/or meetings.
- Demonstrates sensitivity to, understanding of, and ability to work with the diverse academic, socioeconomic, ethnic, religious, disability, gender, gender identity, sexual orientation, and cultural background of community college students, faculty, and staff; and successfully fosters and supports an inclusive educational and work environment.

Preferred Qualifications

- Military service experience or veteran status, demonstrating a deep understanding of the unique challenges faced by student veterans and military-affiliated students.
- Doctorate degree (or enrolled in a doctoral program) in a related field, such as Education, Psychology, Clinical Counseling, or Public Administration, with a focus on veteran services or higher education leadership.
- Five or more years of experience in a leadership role within a veteran services program at an

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institution of higher education, preferably in a community college setting.

- Demonstrated success in grant writing and management, with a track record of securing funding for veteran-focused programs and initiatives.
- Proficiency in data analysis and reporting, with experience in utilizing data to drive program improvements and demonstrate outcomes for student veteran success.
- Experience in Student Retention and Success Strategies - Knowledge and application of best practices for supporting student veterans and military-affiliated students, including transition support, academic counseling, mental health services, and career development.
- Commitment to Diversity, Equity, and Inclusion - Demonstrated experience in developing and implementing initiatives that promote an inclusive and equitable environment for diverse student populations, including underrepresented and marginalized veteran groups.

Licenses and Certificates

Essential Duties and Responsibilities

- Designs, implements, and assesses programs and initiatives that enhance the academic success, retention, and graduation rates of veteran and military-affiliated students.
- Directly oversees the operations of the Veterans Success Center including managing, coordinating, and assessing the day-to-day operations, encompassing managing office coverage, trainings, orientations, guidance, and evaluations for assigned staff; preparing weekly and daily schedules; and reviewing and maintaining a high quality of work.
- Makes accurate mathematical, financial, and statistical computations. Oversees the administration of general fund, categorical, grant and/or project budgets, including monitoring and approving expenditures to ensure the efficient use of resources in alignment with state and institutional policies and guidelines.
- Coordinates overall outreach efforts to promote the college, recruitment, enrollment, and retention of student veterans and military-affiliated students.
- Provides input and documentation for program and/or project evaluations and assessments including the college's program review process.
- Utilizes data and assessment tools to measure the effectiveness of student programs and services and to inform program improvements. Prepares reports and presentations on the performance and impact of services.
- Creates, reviews, and updates student learning outcomes, Program Reviews, and other required reports with measurable goals to be achieved by staff in the interest of improving department efficiency and College effectiveness.
- Plans, develops, facilitates, and collaborates with the campus offices and various organizations to

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deliver a wide range of support services including, but not limited to, assistance with orientation, transfer, registration, financial aid, housing, childcare, military articulation, mental health services, disability support, career development, and referrals to on and off-campus resources.

- Develops and maintains partnerships with external organizations, government agencies, and veteran services providers.
- Maintains a case management and intake system for incoming student veterans including initial application, course enrollment, management of Veteran Affairs (VA) certification processes, graduation, and support of transitional activities.
- Plans and coordinates research projects with the Office of Institutional Research and Planning related to veteran services and education and prepares a variety of research related reports.
- Works in close collaboration with the Office of Military-Veterans Benefits and VA certifying officials to ensure consistency in service to student veterans and military-connected students.
- Collects, evaluates, and analyzes data related to veteran and military-affiliated student enrollment, credit assessment, graduation, and retention, and prepares administrative reports regularly.
- Oversees all social media platforms related to areas of responsibility.
- Coordinates with various campus offices to ensure effective and efficient operations, technology, and services of assigned programs and/or projects.
- Receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Composes and proofreads a variety of documents, including forms, memos, reports, marketing materials, and correspondence. Ensures that all materials for areas of responsibility are accurate and grammatically correct.
- Prepares clear and concise reports, correspondence, procedures, and other written materials.
- Serves as the Veterans Club advisor.
- Creates an atmosphere of collegiality and supports the goals of participatory governance.
- Administers collective bargaining agreements relevant to respective employee groups within the District.
- Participates on committees, work groups, task forces, and special assignments. Serves in the selection and evaluation of office personnel.
- Coordinates, designs, plans, and implements various events, workshops, retreats, and activities including the development and facilitation of workshops, and information sessions on topics relevant to areas of responsibility.
- Advocates for the unique needs of students within the areas of responsibility and represents their interests to faculty, staff, and administration while also serving as a resource for faculty dealing with individual student concerns.
- Collaborates with the state Chancellor's offices and various groups within the community to establish and maintain membership in professional organizations serving veterans, attends conferences and

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participates in local, state, and federal entities addressing veteran issues.

- Maintains knowledge and facilitates compliance of federal and state legislation, rules, policies, and procedures pertaining to veteran student benefits. In collaboration with the College's certifying officials, develop procedures, and interoffice forms as appropriate, to meet changing federal Department of Veteran Affairs laws governing veterans' educational benefits.
- Responds to crisis events impacting the learning environment and provides crisis intervention as needed.
- Works independently, presents self in a professional manner, and reflects the goals and standards of the college.
- Maintains confidential and comprehensive files and records.
- Facilitates a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds and promotes and implements programs and services that support inclusion, diversity, equity, accessibility, and anti-racism.
- Performs other duties as assigned that support the overall objective of the position and the District's mission and philosophy.

Knowledge, Skills and Abilities

Physical Abilities

- Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

Working Condition

- Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Department Veterans Success Center
Job Category Management
Assignment

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Full-Time

Percentage of Time 100%

Months per Year 12 months

Work Days per Week See "Work Schedule per Day" below.

Work Schedule per Day Monday through Friday, 8:00 a.m. to 5:00 p.m.; however, this is an exempt management/supervisory-level position requiring some weekend, holiday, and non-conventional working hours in addition to the regular working hours of a collegiate environment.

Work Shift

Bargaining Unit Unrepresented

Citrus College Diversity Statement

CITRUS COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER

It is the policy of Citrus College to not discriminate against and to encourage a diversity of applicants based on national origin, religion, age, sex or gender, race, color, medical condition, ancestry, sexual orientation, marital status, physical or mental disability, use of family and medical care leave, genetic information, military or veteran status, gender identity, gender expression, or because they are perceived to have one or more of the preceding characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics.

SPECIAL INSTRUCTIONS TO APPLICANTS:

Applications are considered legal documents, and as such, all areas of the application must be completed, or your application packet will be considered incomplete and will not be moved forward. While it may be appropriate in some areas of your application to use "NA" (not applicable), do not use terms such as "see resume" or "see attached". When listing your work experience, please specify the beginning and end dates for each job you held and describe your experience.

Applicants are responsible for ensuring that all required documents, and those additional documents you choose to include, are attached BEFORE clicking the "Finished Attaching Documents" button and confirming. It is advisable to attach "Optional" documents first, and then "Required" documents once you are ready to click on the "Finished Attaching Documents" button and confirming.

Application and Supplemental Questionnaire must be complete. A resume will not substitute for a fully completed employment application and supplemental questionnaire. Incomplete applications will be rejected. When listing your work experience, please specify the beginning and end dates for each job

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you held and describe your experience.

Additional documents CANNOT be added to your electronic application packet once you click on "Finished Attaching Documents" and receive your confirmation number; so, please be sure you have all documents you will upload handy and in an electronic format. THE APPLICANT TRACKING SYSTEM WILL NOT ACCEPT DOCUMENTS LARGER THAN 2MB. IF YOUR DOCUMENTS DO NOT UPLOAD, PLEASE RESIZE/COMPRESS THE FILE. If you do not have all your documents handy at the time you are applying for the position, we advise you to click on "Finish Attaching Documents Later". Be sure, however, to finish attaching your documents BEFORE the close or first consideration date for the position. Please remember, you will NOT be able to attach additional documents after you have selected "Finished Attaching Documents" and have received a confirmation number, and you will not be able to apply for a position after the position has closed.

About Transcripts

- Candidates must upload copies of all transcripts (need not be official at the time of application) which prove sufficient for verifying minimum qualifications for this position.
- Official transcripts will be required at the time of the job offer.
- Transcripts must be from the awarding institution and must show that the degree has been awarded (or conferred) and the year.
- Degree(s) must be earned (or conferred) from accredited institution(s) or an equivalent foreign institution by the first consideration date for this position.
- All degrees must be verifiable on a legible transcript by the indicated first consideration date for this position.
- Foreign transcripts must be transcribed in English AND evaluated for U.S. equivalency by a bona fide U.S. evaluation service.

Selection Process

- A selection committee will review application packages of those candidates who have met the minimum qualifications for this position and will select a limited number of qualified candidates for an interview.
- Each candidate may be asked to deliver a presentation on a topic of the selection committee's choice. The candidate will be informed of the topic when an interview appointment is scheduled.
- Each candidate may be asked to complete a writing prompt just prior to the interview.
- Travel costs must be borne by the applicant.
- Final candidates for faculty, management, and supervisor/confidential positions may be interviewed

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by the Superintendent/President.

- If selected as a finalist, the candidate permits the District to contact current and former employer(s) to investigate employment history.

Quick Link <https://employment.citruscollege.edu/postings/1189>

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Veterans Success Center
Citrus Community College

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