

Director of Military and Veterans Services (Reg FT)
Community College of Allegheny County

Direct Link: <https://www.AcademicKeys.com/r?job=263232>

Downloaded On: Oct. 2, 2025 1:13am

Posted Oct. 1, 2025, set to expire Jan. 24, 2026

Job Title Director of Military and Veterans Services (Reg FT)
Department NA
Institution Community College of Allegheny County
Pittsburgh, Pennsylvania

Date Posted Oct. 1, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Director/Manager

Academic Field(s) Administration - Other

Apply Online Here <https://apptrkr.com/6600061>

Apply By Email

Job Description

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Director of Military and Veterans Services (Reg FT)

Position Title: Director of Military and Veterans Services (Reg FT)

Department: Military and Veteran Services

Campus: Allegheny Campus

Additional Information: This position will remain open until filled. However, in order to ensure consideration for an interview, please submit your completed application, cover letter and resume by no later than DATE. The College cannot guarantee that application materials received after this date

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will be considered or reviewed.

Benefits:

At CCAC, we take pride in offering an exceptional benefits package designed to support our employees' personal and professional well-being:

- **Comprehensive Health Coverage:** Access to an excellent health plan with a very low out-of-pocket expense network option.
- **Generous Time Off:** Enjoy a range of time-off benefits that are tailored to your position, along with a **four-day workweek in the summer** for an ideal work-life balance. These benefits vary and may include vacation, personal, sick, and holiday pay, as well as options like collegial coverage for faculty.
- **Retirement Planning:** Options include a **403(b) retirement plan with up to 10% employer match** or a **state-defined benefit pension**.
- **Financial Peace of Mind:** Employer-paid benefits include **group life insurance, short/long-term disability**, and access to **flexible spending accounts (FSAs)**.
- **Wellness Support:** Our **Employee Assistance Program (EAP)** is available for confidential support, with resources to address personal and professional challenges.
- **Educational Support:** Take advantage of **tuition waivers, tuition reimbursement, Public Service Loan Forgiveness (PSLF)** eligibility, and a variety of **professional development opportunities** to grow your career.
- **Exclusive Employee Perks & Rewards:** Save on theme parks, sporting events, electronics, and more!
- **Additional Advantages:** Free employee parking to make your commute easier.

Remote Work Option: Fully In-Person (May be subject to change)

Work hours (for hourly positions): Standard College hours are Monday - Friday, 8:30 am - 4:30 pm; Additional hours, including evening and weekend hours, may be needed to meet the needs of the department.

Salary Grade: Admin 15 - \$61,303

Job Category: Administrators

Employment Type:

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Regular Full-Time

Job Slot: 6106

Job Open Date: 9/26/2025

Job Close Date:

General Summary: This position leads military and veteran services operations across the college. Develops, implements and manages program initiatives toward enrollment and quality service to all military veterans, active duty and dependents attending CCAC. Serves as the college's primary School Certifying Official (SCO) to certify and track student enrollments and eligibility in the Veterans Administration system (VA Enrollment Manager). Ensures that CCAC is in compliance with all governmental regulation concerning veterans and their educational benefits. Engages regularly with veteran organizations and other constituencies throughout the City, County, and Commonwealth. Represents the college well and often in community events involving the military and veterans.

MINIMUM REQUIREMENTS:

Education: Master's degree.

Experience: A minimum of three years' experience in the management, organizational development and leadership of people in a service-related organization.

Required Licensure, certification, registration or other requirements: None

COMPETENCIES:

- Excellent oral and written skills and be proficient in Microsoft computer software.
- Knowledge of and/or experience in student development is preferred.
- Experience in certifying veterans strongly preferred.
- Veteran status strongly preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Federal and State Regulations regarding the oversight of Veterans' Educational Benefit programs
- Local, State, and Federal Veterans Resources
- Department of Veterans Affairs - VA Enrollment Manager System
- Ellucian CRM, Navigate 360, or similar platforms
- Student Success and Program Effectiveness Assessment and Evaluation

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Skills and Abilities to:

- Understand the needs and expectations of active duty military students, veterans and their families.
- Work effectively with local, state and federal governmental organizations as well as military-related NGOs.
- Be a visionary leader with proven ability to influence and take initiative to ensure a successful and supportive multi-campus program.
- Work independently and exercise judgement and discretion as appropriate.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Direct the operations of the Military and Veteran Services (MVS) Centers college-wide.
- Develop, implement and manage strategies and marketing for program.
- Prepare, maintain, and update departmental procedures and policies for compliance, operations, and staff activities.
- Act as the primary School Certifying Official (SCO) for all certifications through VA Enrollment Manager.
- Develop and maintain relationships with the Student Development offices within the college and the community to support the needs of the veteran student population.
- Manage MVS staff and provide structured timelines and prioritization for projects, duties, and reports. Responsible for staffing and training of MVS staff; ensure proper communication, staffing and compliance with policies and procedures. Work with staff to maximize opportunities for veterans.
- Develop grant proposals in the pursuit of supplemental funding.
- Support veteran student organizations.
- Conduct customized information sessions for veterans that address availability of resources for the veteran population; coordinate with veteran administration topics and subjects that are pertinent to Veteran students (e.g. Post 911 GI Bill).
- Serve as the primary point of contact for veteran students enrolling at the college in order to provide general support regarding housing and food assistance as well as other Human Service services.
- Conduct ongoing analysis regarding veteran data relating to program services.
- Collaborate with college staff, such as financial aid, supportive services, advising, counseling, tutoring, and student life in the coordination of veteran services.
- Maintain accurate records to show progress of each veteran or eligible person.
- Track, schedule and ensure Veteran funds are posted to students' accounts.
- Maintain and stay current on knowledge for processing completion of certifications paperwork.
- Input data to notify VA of any changes that impact the payment (decrease/cessation) of benefits.

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- Attend annual local VA conferences for updates on program and regulation changes.
- Attend recruitment and outreach events for veterans.
- Oversee and maintain confidential files and paperwork related to financial aid, enrollment, applications, counseling services, or student information.
- Coordinate and publicize activities and events for veteran students on campus; Oversee and develop materials for promoting admission, enrollment, financial aid, and recruitment.
- Serve as a liaison for veteran students as they navigate through the admissions, financial aid, registration, and credit evaluation process.
- Maintain academic program lists for VA and other agencies to ensure all eligible programs are available to provide financial assistance to our students.
- Prepare both internal and external reports, including to assist with evaluation and review of various programs.
- Perform other duties as required or assigned.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS:

Needs to have reliable transportation with some evening and weekend work required. Ability to travel and work at other campuses and centers

Clearances: Current criminal record/child abuse clearances will be required if offered the position and in order to be employed at the College. The three clearances are Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Records Check, and Federal Bureau of Investigations (FBI) Criminal Background Check. The College has provided instructions on how to obtain these clearances and are available here.

To view the full job posting and apply for this position, go to:
<https://ccac.csod.com/ats/careersite/JobDetails.aspx?id=1835>

Contact Information

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

Contact

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