

Director, Veterans Resource Center (Full-Time,
Catergorically Funded) Fresno City College
State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=268439>

Downloaded On: Nov. 18, 2025 3:41pm

Posted Nov. 18, 2025, set to expire Jan. 2, 2026

Job Title	Director, Veterans Resource Center (Full-Time, Catergorically Funded) Fresno City College
Department	Fresno City College
Institution	State Center Community College District Fresno, California
Date Posted	Nov. 18, 2025
Application Deadline	01/02/2026
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Administration - Student Affairs Administration - Student Affairs
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Job Description

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Director, Veterans Resource Center (Full-Time, Catergorically Funded) Fresno City College
State Center Community College District

Closing Date: 1/2/2026 at 11:55 PM

Campus Location: Fresno City College

Start Date:

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11/13/2025

Essential Functions:

GENERAL PURPOSE

Under general direction of the Dean, Students, plans, organizes, directs and integrates operations of the college's Veterans Resource Center and associated services; manages services related to certifying and processing student applications for Veterans Administration educational benefits and work-study benefits in accordance with legal guidelines; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Director, Veterans Resource Center is distinguished from other directors by its responsibility for assisting veterans and their beneficiaries to access educational benefits from the Veterans Administration and by developing a community to support the educational and emotional needs of military veterans.

ESSENTIAL DUTIES & RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

1. Plans, organizes, directs, controls, integrates and evaluates the work of assigned employees; with employees, develops, implements and monitors work plans to achieve goals and objectives; contributes to development of and monitors performance against the annual center budget; researches, identifies and assists with the solicitation of grants, donations and other sources of funding; manages and directs development, implementation and evaluation of plans, work processes, systems and procedures to achieve annual program goals, objectives and work standards.
2. Participates in the selection of full-time and part-time faculty in coordination with the department, selection advisory committees, and the Human Resources Department; conducts and/or facilitates new employee orientations; works to promote and maintain a collegial environment; serves as a mediator in the adjudication of faculty, staff, student and community conflict-resolution and grievance processes.
3. Directs and manages the performance of assigned employees; directs and oversees the selection of employees; establishes performance requirements and professional development targets for direct reports; regularly monitors performance and provides coaching for performance improvement and development including timely performance evaluations; ensures accurate reporting of absence time; hears and acts on grievances; subject to concurrence by senior management and Human Resources, approves or takes disciplinary action, up to and including termination, to address performance

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deficiencies, in accordance with Board Policies, Administrative Regulations, Human Resources procedures, Personnel Commission Rules, and collective bargaining agreements.

4. Provides day-to-day leadership and works with employees to ensure a high-performance, service-oriented work environment that supports achievement of the centers and District's mission, objectives and values; promotes workplace diversity, inclusion, cultural competency and a positive work environment; coordinates student success initiative efforts across divisions and works effectively as a management team member committed to collaborative integration of instruction, student services and administrative services to ensure the needs of veteran students are being met and to enhance the learning and working environment towards advancing student equity and closing the achievement gap while promoting a veteran-friendly campus.

5. Participates in the development and implementation of District or college strategic plans, goals and objectives; leads and directs center employees in the development and application of new methodologies, technologies and business process improvements to achieve higher efficiency, productivity and customer service in center work processes.

6. Manages, directs, oversees and evaluates policies, processes, systems and procedures and the work of employees responsible for the certification and processing of student applications for Veterans Administration (VA) educational benefits, tutorial assistance and work study benefits; ensures the college is in compliance with all federal, state and local laws, regulations and reporting requirements.

7. Manages and oversees the development and implementation of the counseling and non-instructional support services, programs, activities and events of the college Veterans Resource Center to promote retention of military-affiliated students; develops campus and community resource partnerships for veterans and ensures access to educational and mental health counseling; makes presentations to veteran audiences; plans and coordinates outreach and social events.

8. Acts as the School Certifying Official (SCO) in accordance with the U.S. Department of Veterans Affairs *School Certifying Official Handbook*; ensures student files and documentation are accurate and meet eligibility requirements for appropriate VA educational benefit programs; consults with VA officials and other certifying officials for clarification and assistance with complex problems.

9. Validates that students enrolled in the program are compliant with educational plans and in courses that have been appropriately certified; signs student enrollment certifications, unit changes and enrollment verifications; ensures accurate and efficient processing of VA documents and forms related to educational benefits in the District and VA systems and verifies that the college has been

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appropriately paid by the VA.

10. Works with faculty, staff and administration to ensure compliance with California Code of Regulations Title V, accreditation standards and Board Policies and Administrative Procedures; works with department chairs and faculty in monitoring veteran student success and equity outcomes and assessment activities at program and course levels; advocates for veterans utilizing enrollment and other data to develop efficient class schedules and related services to balance needs for student access, success and completion, while ensuring appropriate stewardship of the college's financial resources.

11. Oversees and participates in the development and processing of reports and audits of student grades, attendance and academic status; assists students and the business office in resolving VA payment issues; researches data, posts and clears holds on student records; and approves student petitions to waive enrollment fees.

12. Makes presentations to diverse audiences, including the Board of Trustees and other board-level groups.

13. Provides leadership and collaboratively partners with external resources and services including county and regional Veteran Services Office, Wounded Warrior Project and other veteran-related programs as well as state, local and regional collaborations and in community outreach activities for veterans to administer support services for veteran students; oversees the development of grant applications and administration of grants.

14. Recommends, develops, implements, and revises policies, procedures and operational guidelines to improve and/or clarify processes.

15. Interprets, applies and ensures compliance with all federal and state laws, applicable program policies, procedures, guidelines and reporting requirements; remains current on applicable legislative decisions and developments; ensures accuracy and validity of program tracking and data; develops, maintains and audits spreadsheets, databases and reports; utilizes third-party portals and databases to research and track student information.

16. Represents the college and participates in state and national program training and development and professional group meetings; makes presentations to various groups within the District, other educational institutions, community organizations and governmental agencies and participates in advocacy efforts for program funding and participant resources.

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17. Serves on or leads committees, workgroups and task forces.

OTHER DUTIES

1. Participates in participatory governance processes and initiatives.
2. Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.
3. Performs related duties as assigned.

Minimum Qualifications:

EDUCATION AND EXPERIENCE

Must have evidence of responsiveness to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, as these factors relate to the need for equity-minded practices.

- Possession of a master's degree from an accredited college or university;

OR

- A valid California Community College Supervisory Credential;

AND

- Six years of student support services or experience, at least two of which were with veterans' educational benefits; or an equivalent combination of training and experience.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program.

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Must obtain and maintain School Certifying Official certification from the VA.

Desirable Qualifications:

Experience and skill with addressing issues of equity; recent experience working with African American, Latinx, Native American, and other racially minoritized students and an understanding of how historical patterns of exclusions of these groups in higher education shape patterns of participation and outcomes; willingness to examine and remediate one's relational practices to more effectively engage and support racially minoritized students; and a commitment to participatory governance, consensus building, and team approach to management.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

1. Advanced knowledge of U.S. Department of Veterans Affairs *School Certifying Official Handbook* and federal and state regulations applicable to education benefits for eligible veterans.
2. Requirements, guidelines, rules and objectives applicable to military-affiliated students and general college programs and services.
3. Applicable federal, state and local laws, rules and regulations, including the Family Educational Rights and Privacy Act, California Education Code and Administrative Code provisions related to financial aid.
4. Principles and practices of generally accepted accounting and auditing procedures related to VA payments.
5. Community college curriculum development process and procedures, organization, operations, policies and objectives.
6. District/college student recordkeeping practices, procedures and systems for processing and maintaining student information.
7. Principles and practices of sound business communication including proper English usage, grammar, spelling, and punctuation.
8. Principles and practices of public administration, including budgeting, purchasing and maintaining public records.
9. Research methods and analysis techniques.
10. Principles and practices of effective management and supervision.
11. Principles and practices of strategic planning.
12. Basic principles and practices of organizational improvement and culture change.
13. Safety policies and safe work practices applicable to the work being performed, including those required in crisis or threat situations.
14. Board Policies, Administrative Regulations, Human Resources procedures, Personnel Commission Rules, and collective bargaining agreements.

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15. Community college and its mission and goals.

Skills and Abilities to:

1. Understand the importance of holding oneself accountable as educators for closing equity gaps and engaging in equitable practices.
2. Reframe inequities as a problem of practice and view the elimination of inequities as an individual and collective responsibility.
3. Encourage positive race-consciousness and embrace human difference.
4. Reflect on institutional practices and aim to create a culturally responsive educational environment.
5. Strategically build buy-in and participation among colleagues for equity-related initiatives.
6. Effectively engage and support historically minoritized groups by addressing issues of equity and improving culturally responsive service-oriented practices.
7. Develop and maintain an inclusive work environment that fosters diversity, respect and engagement.
8. Plan, direct and implement activities, resources and services of the Veterans Resource Center in order to recruit, assist and retain veterans and their dependents as students.
9. Understand requests for information or assistance; maintain a courteous and tactful manner when under pressure or in an antagonistic situation.
10. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
11. Analyze and make sound recommendations on complex issues with the VA and student needs.
12. Work collaboratively with other directors and managers and the community and provide expert advice and counsel that will lead to solutions to complex student issues.
13. Organize, set priorities and exercise expert, independent judgment within areas of responsibility.
14. Communicate effectively, both orally and in writing, and practice active listening.
15. Develop and implement appropriate procedures and controls.
16. Understand, interpret, explain and apply applicable laws, codes and ordinances.
17. Represent the college effectively in dealings with students, employees, the VA and other colleges.
18. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
19. Operate a computer and use standard business software.
20. Make presentations and present proposals and recommendations clearly, logically and persuasively to diverse audiences.
21. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
22. Establish and maintain effective working relationships with all those encountered in the course of

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work.

Conditions of Employment:

219 duty days and 24 vacation days for a total of 243 days. Duty days will be prorated based upon start of assignment.

Salary and Benefits:

Starting salary \$133,539 - \$150,299 based on education and experience. *Duty days will be prorated based upon start of assignment.* A doctoral stipend of \$2,419 is available. In addition, the District offers an attractive fringe benefit package including medical, dental, and vision coverage for the employee and dependents, and life insurance for employees. Employees are also members of the California State Teachers' Retirement System (CalSTRS).

Selection Procedure:

Applications will initially be screened by Human Resources to determine which applicants meet the minimum qualifications as stated in the job announcement.

From the applicants who meet the minimum qualifications and who have submitted all the required documents, a search advisory committee will screen the application packets and determine the candidates who are best qualified based on the minimum qualifications and desirable qualifications. Those candidates will be invited to interview.

INTERVIEWS TENTATIVELY SCHEDULED AS FOLLOWS:

- **FIRST LEVEL INTERVIEWS THE WEEK OF JANUARY 26, 2026**
- **FINAL INTERVIEWS THE WEEK OF FEBRUARY 9, 2026**

The selection committee will rate responses to the interview questions and writing prompt (if applicable). Based on this rating, a small number of applicants will be selected as the "recommended candidates". These candidates will be forwarded to the Vice President and College President for final interviews.

A hiring recommendation will be made by the College President and forwarded to the Board of Trustees of State Center Community College District for final approval.

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State Center Community College District is an equal opportunity employer committed to fostering innovation and inclusivity. We respond proactively to the diverse needs of the community and welcome individuals excited to join our District's purpose to support student success both locally and globally. United, we the faculty, classified professionals and administrators pledge to treat all applicants and employees fairly and equitably.

[SCCCD EEO Plan](#)

For more information, contact the Academic Human Resources Office, 1171 Fulton St, Fresno, CA 93721, (559) 243-7100. For more information on Fresno City College or State Center Community College District, visit our website at www.scccd.edu. **Please refer to position number FVET-DIR (Slot #2022).**

Submission of application and related materials is the applicant's responsibility and must be submitted through the District's online applicant portal. The District reserves the right to re-advertise or to delay indefinitely the filling of a position if it is deemed that the applicants for the position do not constitute an adequate applicant pool or if funding is not available. All application materials are subject to verification. False statements may be cause for disqualification or discharge from employment.

Additional Information:

This is a categorically funded academic management position, exempt from overtime provisions of the Fair Labor Standards Act, with responsibility for formulation and implementation of district policies, regulations, budget decisions, and supervision of personnel including assignment of work, evaluation of performance, adjusting grievances, recommending hiring, transfer, suspension, lay off, recall, promotion, and termination.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this assignment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this assignment, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand; and lift up to 10 pounds and occasionally up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands:

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While performing the duties of this assignment, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks under intensive deadlines and with frequent interruptions; and interact with District/college managers, faculty, staff, the public and others encountered in the course of work.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this assignment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employees work under typical office conditions subject to frequent public contact and interruption and intermittent exposure to individuals acting in a disagreeable fashion, and the noise level is usually quiet. The employee may be required to travel to locations other than assigned worksite and to adjust to work schedule changes. This is an academic management position exempt from overtime provisions of the Fair Labor Standards Act.

At Fresno City College we value the ability to serve students from a broad range of cultural heritages, socioeconomic backgrounds, genders, abilities and orientations. We prioritize applicants who demonstrate they understand the benefits a diverse student population brings to a community college and the workforce community. The successful academic manager will be an equity-minded individual committed to student success by collaborating with faculty, classified staff, administration, students and community partners who are also dedicated to closing equity gaps. An equity-minded individual is a person who:

1. Understands the importance of holding ourselves accountable as educators for closing equity gaps and engaging in equitable practices;
2. Reframes inequities as a problem of practice and views the elimination of inequities as an individual and collective responsibility;
3. Encourages positive race-consciousness and embraces human difference;
4. Reflects on institutional and teaching practices and aims to create a culturally responsive teaching environment; and
5. Strategically builds buy-in and participation among colleagues for equity-related initiatives.

Fresno City College seeks academic managers who value mentorship and working in a collegial, collaborative environment, guided by a commitment to helping all students achieve their educational goals. The college strongly encourages collaboration across all departments and divisions to create inclusive, integrated, and interdisciplinary learning experiences. Academic managers should be open and willing to participate in culturally relevant professional development that will help them prepare for

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the population of students who attend Fresno City College. Additionally, the college desires academic managers to utilize a framework of practices that is grounded in change theory and cognitive science.

The ideal candidate will share Fresno City College's commitment to educating its racially and socioeconomically diverse student population. For the 2024-2025 academic year, we enrolled over 45,000 students in which 68% identify as Latinx, 11% as Asian/Pacific Islander, 4% as Black/African American, 14% as White, 1% as American Indian/Alaska Native, and 2% as multiracial. Fresno City College is a Hispanic-Serving Institution, reflecting the great responsibility that the College has to the educational attainment and economic well-being of the surrounding community. The successful candidate will join a department dedicated to the use of a curriculum responsive to the students it serves.

State Center Community College District (SCCCD) provides students with a rich and dynamic learning experience that embraces differences - emphasizing collaboration and engaging students in and out of the classroom, encouraging them to realize their goals, and to become global citizens and socially responsible leaders. When you join our team at SCCC, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, classified staff, administration, students and community partners.

About the CollegeAs the very first community college in California, Fresno City College has a proud history of leadership in education and preparing generations of students for their future. Fresno City College is nestled near the lively Tower District and minutes from downtown Fresno, brick buildings and towering trees tell the long story of this historic institution. It is committed to academic excellence and diversity, equity, and inclusion among its faculty, classified professionals, and students. The college takes responsibility for equitable outcomes and successful pathways for all students.

[Work for Us!](#)

MissionAs California's first community college, Fresno City College provides access to equity-centered, quality, innovative educational programs, and support services. Committed to a culture of anti-racism, we create dynamic communities of respect and inquiry which encourage student success and lifelong learning while fostering the sustainable economic, social, and cultural development of our students and region.

VisionFresno City College aspires to build upon our equity-centered mission and further our commitment to normalize a culture of racial equity and anti-racism. As a community of educators and learners, we will use our individual and collective positions of influence, power, and privilege to foster a community of belonging, affirmation, and validation. We will courageously join as faculty, staff, and

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students in upholding our core values to transform lives in the Central Valley and beyond.

Core Values Equity-Mindedness: We call attention to patterns of inequity in student outcomes and take personal and institutional responsibility for the success of our students. We critically reassess our own practices, are race-conscious, and aware of the social and historical context of exclusionary practices in American Higher Education.

Social Justice: We are focused on removing institutional barriers, taking responsibility for and mitigating systemic barriers. We are invested in validating our students' lived experiences through examining qualitative and quantitative data which enhances our understanding of intersectionality. This builds a foundation of data-driven solutions and responses to systemic issues.

Sustainable Social and Economic Mobility: We commit to breaking extractive, exploitative, and racist systems and practices. Servimos y empoderamos (we serve and empower) marginalized and racially-minoritized individuals, communities, and histories. With invested community partners, we build programs which foster trans-generational economic growth and prosperity.

[FCC Institutional Research Site](#)

To be considered for this position please visit our web site and apply on line at the following link: www.scccd.edu

EOE

Contact Information

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

Contact

N/A

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