



## PROGRAM MANAGER, SERVICE LEARNING

**Reports to:** Dean, Counseling & Student Development  
**Dept:** Service Learning & Volunteer Center      **Range:** 31  
**FLSA:** Exempt      **EEO:** Professional/Nonfaculty

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### **BASIC FUNCTION:**

Under general supervision, coordinate, organize and oversee the staff and daily operations of the Service Learning department; determine program needs, formulate action plans and work with faculty and staff to provide curricular and co-curricular volunteer programs and service opportunities; develop and maintain partnerships with nonprofit/government organizations, public schools, and local colleges and universities providing training and outreach; assist in developing and monitoring the department budget; and perform related duties as assigned.

### **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 class.*

1. Plan, assign, schedule, supervise and evaluate the work of assigned department staff; with staff, develop, implement and monitor operational plans to achieve department objectives; manage program budget; make purchases and other expenditures in accordance with district procedures and monitor performance against the annual budget; develop, implement and evaluate plans, processes and procedures to achieve established goals and objectives in accordance with department standards; prepare and maintain a variety of records and reports.
2. Interview and participate in selecting new department staff; supervise and evaluate staff performance; establish performance requirements and personal development targets; regularly monitor performance and provide training, coaching and mentoring for performance improvement, in accordance with district human resources policies and labor contract agreements.
3. Provide day-to-day leadership and work with staff to ensure a high-performance, service oriented work environment that supports achieving district and division mission, objectives and service standards; enforce the maintenance of safe working conditions and ensure safe work practices are followed by staff; provide leadership to ensure a fair and open work environment in accordance with the district's mission, goals and values.

4. Provide leadership in coordinating service learning strategies for the district through collaboration with faculty, staff and students; ensure students have opportunities to apply course learning through community service; develop and maintain relationships with not-for-profit, community and public service organizations and businesses to provide service opportunities; coordinate with community partners to provide documentation in order to meet district minimum requirements including site visits, liability insurance and memorandums of understanding.
5. Conduct classroom presentations to promote department services and volunteer opportunities; work one-on-one with students to find placements relating to course objectives and personal interests; orient students to service-learning expectations and issues specific to selected agencies.
6. Coordinate with district faculty and staff to develop and implement programming and professional development opportunities to promote experiential and service learning including presenting workshops to introduce service learning teaching methodologies and benefits.
7. Coordinate logistics of special events, large-scale service projects and community outreach events; identify and liaison with event participants, vendors and sponsors; serve as lead event coordinator both in preparation and during the event; work with campus facilities, campus security and other departments; creatively troubleshoot onsite, proactively resolving issues; assist in identifying and recruiting speakers; prepare and produce promotional materials including flyers, invitations, programs and publications.
8. Maintain program tracking databases; collect and provide data to the Research department for program evaluation, measurement and verification activities; compile and analyze statistical records for reports; work with other coordinators for grant-funded programs to ensure effective service to students; prepare reports for the Chancellor's Office.

**OTHER DUTIES:**

1. Compose and coordinate publication of departmental brochures, newsletters and other informational material related to Service Learning programs; evaluate the effectiveness of outreach efforts.
2. Maintain and update a variety of department and program-related websites and social media accounts.
3. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

## KNOWLEDGE OF:

1. Direction and goals of a community college Service Learning program.
2. Policy and procedure development.

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3. General administration practices and procedures including budget preparation and control and purchasing requirements.
  4. Principles, methods and practices applicable to the design and implementation of public relations, community outreach and marketing programs.
  5. Applicable sections of the state education code and other applicable laws.
  6. Modern office practices, procedures and equipment.
  7. Standard business software and district computer applications used in the work.
  8. Math and statistical computations.
  9. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
  10. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
  11. District practices and procedures for budgeting, purchasing and maintaining public records.
  12. Principles and practices of effective supervision.
  13. District human resources policies and labor contract provisions.

**ABILITY TO:**

1. Plan, supervise, assign, review and evaluate the work of support staff engaged in operations of the Service Learning department.
2. Implement and assist in the development and cross-department coordination of all Service Learning projects and program initiatives.
3. Identify, recruit and maintain a variety of community partners in order to meet student learning objectives and interests.
4. Coordinate, supervise and use automated systems to maintain records, collect data and generate reports.
5. Maintain current knowledge of college curriculum, rules, regulations and guidelines applicable to assigned student services areas.
6. Coordinate, develop and implement services and outreach activities to recruit, retain and assist students, particularly at-risk students.
7. Assist in program-related research and evaluation.
8. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
9. Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
10. Communicate effectively, both orally and in writing.

11. Understand, interpret, explain and apply applicable laws, codes and regulations.
12. Present proposals and recommendations clearly, logically and persuasively.
13. Operate a computer and standard business software.
14. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
15. Represent the district effectively in public settings and one-on-one with students, community groups, other colleges and the public on a variety of complex issues.
16. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
17. Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION AND EXPERIENCE:**

Graduation from an accredited four-year college or university with a bachelor's degree in a relevant field, and at least three years of progressively responsible experience related to student services program development and implementation at a community college; or an equivalent combination of training and experience.

**LICENSES AND OTHER REQUIREMENTS:**

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

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Student Support Coordinator, Student Support Specialists, administrative support staff, and student and temporary workers.

**CONTACTS:**

District administrators, faculty, staff, students, community groups and the general public.

**PHYSICAL EFFORT:**

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

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing 25 pounds or less; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

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Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.