

**PROGRAM MANAGER, ACADEMIC AND CAREER PATHWAYS**

| **Reports to:**  | Dean, Instructional Services |  |  |
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| **Dept:** | Instructional Services | **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 Academic and Career Pathways (ACP) Success Teams to provide case management services to students through their onboarding, pathway participation, education planning, community building, applied learning, and other activities; collaborate with other high-touch programs on campus to coordinate service delivery; develop and engage in marketing and outreach activities to promote Academic and Career Pathways; 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.*

**Supervisory Responsibilities**

1. Recruits, interviews, recommend hires, and trains staff.
2. Oversees scheduling, assignments, and the daily workflow of the department.
3. Provides constructive and timely performance evaluations.

**Duties/Responsibilities**

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Collaborate with other district programs on innovative, student-centered services, activities, and events to advance the equity goals of the ACP Success Teams.
3. Implement program policies and directives according to district, federal, or state guidelines.
4. Assist in the development, preparation, and administration of district and program budgets.
5. Maintain appropriate records and controls to assure that the program operates within established budget limitations and guidelines.
6. Plan and implement marketing strategies to promote services, events, and resources to students. Coordinate the development of marketing materials and conduct social media campaigns.
7. Design, implement and continuously improve case management services through ACP Success Teams.
8. Coordinate training and professional development for faculty, staff, student workers, and program volunteers.
9. Work with Business Systems Analysts to develop effective business processes for CRM technology system.
10. Collaborate with other departments to coordinate a variety of activities and programs for ACP students focused on career and education planning milestones.
11. Collect and analyze program data and share data with other departments to ensure effective service to students.

**OTHER DUTIES:**

1. Attend program-related regional and national conferences and workshops.
2. Maintain currency in the profession and in applicable technologies.
3. Perform related duties as assigned.

### KNOWLEDGE, SKILLS AND ABILITIES:

* Extensive knowledge of current policies, procedures and regulations related to assigned program
* Strong understanding of the general needs of population of students supported and the philosophy and objectives of program
* Ability to design, develop, and implement effective student academic support services and program
* Excellent verbal and written communication skills
* Excellent interpersonal and customer service skills
* Excellent organizational skills and attention to detail
* Excellent time management skills with a proven ability to meet deadlines
* Strong analytical and problem-solving skills
* Strong supervisory and leadership skills
* Proficient in a variety of office equipment including a computer and appropriate software
* Ability to act with integrity, professionalism, and confidentiality
* Interpret, apply and explain rules, regulations, policies and procedures and apply them in a variety of procedural situations
* Coordinate, supervise and use automated systems to maintain records, collect data and generate reports
* Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues

### EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor’s degree in a relevant field, and at least two years of closely related experience managing an instructional or student services program; or an equivalent combination of training and experience. Experience in a post-secondary educational institution is preferred.

### 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:**

Assigned classified staff, and student and temporary workers.

**CONTACTS:**

District administrators, faculty, staff, students, other educational institutions, 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 up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

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.