

**PROGRAM MANAGER, FIRST YEAR FORWARD**

| **Reports to:** | Dean, Admissions and Student Support |  |  |
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| **Dept:** | First Year Forward | **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 and organize daily operations of the First Year Forward (FYF) department; oversee staff; determine program needs, formulate action plans and work with faculty and staff to provide Student Success and Support Program (SSSP) activities and services; 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 equity strategies for the district through collabora­tion with faculty and staff to support incoming and current FYF students; represent the FYF department on various committees and at relevant meetings; support implementation of student success strategies and initiatives.
5. With the Outreach Program Supervisor, plan, organize and implement a variety of outreach activities and programs to recruit and retain high school students in student success programs; coordinate and organize activities to promote services to at-risk students; compose and coordinate publication of departmental brochures, newsletters and other informational material related to the FYF program; evaluate the effectiveness of outreach efforts.
6. With the SSSP Program Supervisor, develop and implement onboarding and retention-related programming; ensure the accurate and timely dissemination and interpretation of information concerning FYF initiatives to staff, faculty, students and the general public through presentations and workshops.
7. With the Counseling Department, collaborate and implement on-going student support services within the FYF program; proactively coordinate education planning and registration sessions; support enrollment efforts for counseling discipline.
8. Maintain program-tracking databases; collect and provide data to Research department for program evaluation, measurement and verification; 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. Represent the FYF department on various committees and at relevant meetings.
2. Attend state and local conferences and workshops related to FYF.
3. Maintain and update a variety of department and program-related websites and social media accounts.
4. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Requirements, guidelines, rules and objectives applicable to the Student Equity and Achievement Program and general college programs and services.
2. Policy and procedure development.
3. General grant 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 FYF department.
2. Implement and assist in the development and cross-department coordination of all FYF Program initiatives.
3. Plan, organize and implement programs and activities in one or more Student Services areas.
4. Represent the district effectively in public settings and one-on-one with school administra­tors, potential students and the public on a variety of complex issues.
5. Coordinate, supervise and use automated systems to maintain records, collect data and generate reports.
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; 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 Services Coordinator, Student Services Specialists, administrative support staff, student/temporary workers and contractors/consultants.

**CONTACTS:**

District administrators, faculty, staff, students, parent, college and community organizations, 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.