



## PROGRAM MANAGER, WRITING CENTER

**Reports to:** Faculty Director, Writing Center

**Dept:** Writing 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 daily operations of the Writing Center at all district sites, recruit and hire staff, implement training to ensure student success-centered service, develop and participate in marketing and outreach activities to promote the program and services, provide leadership regarding student writing campus-wide, 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**

4. 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.
5. Work collaboratively with the other academic support centers and programs to establish and maintain a cooperative, collegial learning support system for students.
6. Collaborate with faculty to provide innovative and equitable academic support services for students.
7. Implement program policies and directives according to district, federal, or state guidelines.

8. Assist in the development, preparation, and administration of district and grant budgets.
9. Maintain appropriate records and controls to assure that the program operates within established budget limitations and guidelines.
10. Collect and analyze data and monitor demand for, and expansion of, academic support services.
11. In collaboration with the faculty director, advocate for the Writing Center in the campus budget and planning process.
12. Plan, organize and implement a timely dissemination of information concerning Writing Center initiatives to staff, faculty, and students through a variety of writing-centered activities and programs.
13. Ensure reporting requirements are met.

**OTHER DUTIES:**

1. Participate actively in departmental teams and their projects.
2. Attend regional and national conferences and workshops related to Writing Centers.
3. Maintain currency in the profession and in applicable technologies.
4. Perform other 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

**MINIMUM QUALIFICATIONS:**

Graduation from an accredited four-year college or university with a bachelor’s degree in English or a related discipline and two years of work experience in an academic support role; 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:**

Writing Coach, Administrative Support Assistant, student workers and temporary support staff.

**CONTACTS:**

District administrators, faculty, staff, students 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.