



PROGRAM SUPERVISOR, COMMUNITY EDUCATION AND WORKFORCE DEVELOPMENT

Reports to: Director, Community Education and Workforce Development

Dept: Community Education & Workforce Development **Range:** 27

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, plan, implement, organize and oversee the staff and daily operations of one or more Community Education and Workforce Development programs including the work skills programs, English Language Institute, driver's education and College for Kids; research and identify revenue-generating programs and implement and oversee program operations; assist in developing and monitoring the program budget and balance sheet; 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 program staff and instructors; with staff, develop, implement and monitor operational plans to achieve department objectives; provide input to the annual budget; make purchases and other expenditures in accordance with district procedures and monitor performance against the annual budget; participate in developing, implementing and evaluating 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 and instructors; supervise and evaluate staff and instructor 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 and instructors 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. Manage the day-to-day operations of assigned program; create class schedules; book classroom space or facilities; purchase equipment and materials; recruit and hire instructors or coordinate scheduling of contracted educational service providers; meet with instructors to review, evaluate and update curriculum; assist with student recruitment; act as a liaison and oversee payment of instructors and assigned contracted educational service providers.
5. Oversee delivery of student services including registration, attendance at required workshops, classes, appointments and on-the-job training program participation; provide technical information to students, parents, agencies and employers regarding program content, requirements and registration process and procedures; resolve student disciplinary issues.
6. Assist the Director with developing and implementing revenue-generating programming and service delivery; research and conduct studies and analyses to identify need for new programs and services and evaluate the effectiveness of current programs; prepare forecasts of program revenues and expenditures; conduct cost-benefit analyses; identify contractors for program delivery and manage contracts; build curriculum; create proposed schedules and fee structures; develop program policies and procedures; identify certification opportunities for students.
7. Identify partnerships and funding opportunities; apply for new funding sources and submit new programs for funding; explore alternatives/feasibility and funding methods; develop recommendations and prepare written analyses and proposals; track student payments and act as a liaison with funders; develop and implement program reporting systems, including annual and quarterly descriptions of major activities and accomplishments, activities conducted and outcomes achieved, grant budget and financial tracking and reporting.
8. Plan, organize and implement a variety of outreach activities/programs, testing and advisement programs to recruit and retain students; coordinate and organize activities to promote services to targeted student populations; compose and coordinate publication of departmental brochures, newsletters and other program-related material; evaluate the effectiveness of outreach efforts.

As Assigned to English Language Institute:

9. Establish and maintain relationships with international schools, associations and agents to increase foreign student attendance in the English Language Institute (ELI) program; administer TOEFL testing; coordinate placement testing with college testing center and IIP program.
10. Assist students with compliance with F-1 visa regulations in accordance with Department of Homeland Security Student Exchange Visitor Program (SEVP); serve as district Designated School Official; maintain, update and report Student and Exchange Visitor Information System (SEVIS) data and documentation; track enrollment status, program graduation dates, employment status and address changes for F-1 credit and ESL students and submit SEVP certification documents; advise students on potential immigration issues and provide

information on how to maintain and comply with F-1 visa requirements; assist with the submission of a variety of reports to comply with district reporting requirements.

As Assigned to Workforce Development:

11. Establish and maintain relationships with industry and associations to increase student attendance in work skills programs; oversee industry testing; coordinate advisory meetings, apprenticeship contracts, and other industry collaborations.
12. Assist students with compliance to VA regulations in accordance with Department of Veterans Affairs; serve as district Designated Certifying Official; submit updated bulletins to the VA for additional course approval; oversee student and program records for yearly site audit; maintain, update and report GI Bill data and documentation; track enrollment status, program dates, employment status and submit certification documents; advise students on GI Bill use and provide information on how to apply for benefits; provide transcripts and letters of attendance for future and past students; assist with the submission of a variety of reports to comply with the district reporting requirements.

OTHER DUTIES:

1. Maintain and update a variety of department and program-related websites and social media accounts.
2. Act in the absence of the Director, as assigned.
3. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Principles, practices, methods and techniques of program, administrative and organizational analysis, and planning and management as applicable to assigned area.
2. Curriculum development process and procedures.
3. Principles, practices and methods of grant budget development and grant tracking/monitoring.
4. Principles, methods and practices applicable to the design and implementation of public relations, community outreach and marketing programs.
5. Research, statistical and forecasting methods used in program analysis and management.
6. Applicable sections of the state education code and other applicable laws.
7. Modern office practices, procedures and equipment.
8. Standard business software and district computer applications used in the work.

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9. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
 10. District practices and procedures for budgeting, purchasing and maintaining public records.
 11. Principles and practices of effective supervision.
 12. District human resources policies and labor contract provisions.

As Assigned to ELI:

13. Federal immigration law, including legal requirements of SEVIS compliance and immigration regulations related to I-20 issuance, immigration documentation, employment, taxation and public assistance.

As Assigned to Workforce Development:

14. The Workforce Innovation and Opportunity Act and related legislation.
15. GI Bill funding through the Department of Veterans Affairs.
16. Apprenticeship rule and regulations through the state of California and Department of Labor.
17. CTE standards of the California Department of Education.
18. Issues pertaining to job training, as they relate to San Diego County.
19. Principles, practices and methods of grant budget development and grant tracking/monitoring.

ABILITY TO:

1. Plan, supervise, assign, review and evaluate the work of support staff and instructors engaged in the operations of assigned program.
2. Represent the district effectively in public settings and one-on-one with students, community groups, businesses and the public on a variety of issues.
3. Coordinate, supervise and use automated systems to maintain records, collect data and generate reports.
4. Evaluate and interpret data, either in statistical or narrative form.
5. Maintain current knowledge of program and college curriculum, rules, regulations and guidelines applicable to assigned programs.
6. Coordinate, develop and implement services and outreach activities to recruit, retain and assist students.
7. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
8. Communicate effectively, both orally and in writing.
9. Understand, interpret, explain and apply applicable laws, codes and regulations.

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10. Present proposals and recommendations clearly, logically and persuasively.
 11. Operate a computer and standard business software.
 12. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
 13. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
 14. 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 four years of progressively responsible experience related to work-force development and technical skills training; 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.

As assigned to ELI:

U.S. citizen or lawful permanent resident of the United States.

Must complete Designated School Official training within three months of appointment and maintain certification as a condition of employment.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Program Specialist CEWD, Community Education Assistants, Community Education Instructors and student and temporary workers.

CONTACTS:

District administrators, faculty, staff, students, parents, businesses 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 a variety of 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.