

# Job Description

Position Title: Apprenticeship and Career Development Program Manager

Job Family: Workforce Development

Job Level: Professional - Senior

FLSA Status: Exempt

Salary Grade: 08

## Position Summary:

The Apprenticeship and Career Development Program Manager will collaborate with the Director providing oversight of systems and processes related to apprenticeship (registered and earn and learn models). The Apprenticeship and Career Development Program Manager will work closely to support the unit and employers by developing training plans (work process schedule) with employer input on training needs and competencies. The Apprenticeship and Career Development Program Manager will be responsible for reviewing and documenting apprentice activities and performance, ensuring apprenticeship documentation and procedures align with the Department of Labor, State Office of Apprenticeship, and Pima Community College.

The Apprenticeship and Career Development Program Manager will collaborate with staff, faculty, students, business, and industry to achieve expanded apprenticeship opportunities to close the gap between college and career. The work schedule for this position is flexible and may include working evenings and weekends and local travel.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Engage in strategic planning, measuring, and analyzing unit effectiveness, and oversee data-driven continuous quality improvement.
2. Coordinates and executes internal and external projects and activities.
3. Monitors employer sites to ensure registered apprenticeship requirements are being met and maintained while escalating any concerns to the Director.
4. Proactively communicates and follow up with prospective employer leads and inquiries in collaboration with the Director and team.
5. Manages online apprenticeship module, supports and documents all apprenticeship program-related activities.
6. Develops, implements, and evaluates policies and procedures; interpret and apply College policies and procedures and State and Federal regulations.
7. Collaborates with the preparation and delivery of apprentice onboarding activities.
8. Coordinates and engages staff and faculty in apprenticeship initiatives and assist with pre-apprenticeship programs/ boot camps.
9. Organizes and participates in virtual and in-person recruitments, workshops, and information sessions.



10. Serve as a representative for internal and external committees and task forces.
11. Collaborates with internal colleagues on data collection and timelines.
12. Coordinates with the Contracts department to ensure all employers who are involved have an apprenticeship agreement.
13. Monitor fee collection for apprenticeship services.
14. Provides oversight of records management, data tracking, and reporting of metrics with team.
15. Supervise employees, to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and making hiring, termination, and disciplinary recommendations.
16. Collaborates and builds positive relationships as a team member with the workforce development division.
17. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of advising and counseling practices
2. Knowledge and application of various instructional methodologies
3. Knowledge of internal and external customer service principles and practices
4. Knowledge of principles and methods for promoting programs and services
5. Skill in organization, coordination and management
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in positive, productive and flexible customer service
8. Ability to apply analytical and critical thinking skills with the ability to draw conclusions and prepare accurate reports of results

### **Supervision:**

- Not responsible for supervising the work of others.

### **Independence of Action:**

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.



## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in a related field of study required.
  - Master's degree in a related field of study preferred.
  - Three (3) to five (5) years of related experience with administration and workforce training.
  - Five (5) to eight (8) years of related experience preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; ; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; transport and/or position light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

## Special Conditions of Employment:

- Valid and Current AZ Driver's License
- Pre-employment Background Check Required
- Some evening or weekend work hours