

# Job Description

Position Title: Manager, Student and Community Engagement

Job Family: Instructional Support

Job Type: Manager

FLSA Status: Exempt

Salary Grade: 07

## Position Summary:

The Manager, Student and Community Engagement performs management level duties for complex educational, multi-faceted programs comprised of multiple functions and projects. Administers, supervises and manages multifaceted educational, and student success services for ABECC.

## 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. Plans, develops, implements and administers programs and projects. Develops action plans and evaluates program goals, plans, operations and funding needs.
2. Represents the college at a variety of internal and external events and activities. Provides complex consultative services for program area.
3. Supervises employees; prioritizes and assigns work. Conducts performance evaluations and ensures staff training. Making hiring, termination, and disciplinary recommendations.
4. Develops strategies and coordinates efforts to ensure program success and student satisfaction.
5. Develops and maintains internal and external partnerships to increase awareness and access to program opportunities for students and stakeholders.
6. Oversees the development and administration of ABECC volunteer program. Continuous recruitment to meet student need. Recruit, onboard, train, supervise and provide ongoing support and recognition for 75+ volunteer pool that performs a wide variety of duties, including but not limited to tutoring, classroom assistance, club facilitation, and outreach. Ensure compliance with Pima, ABECC and AZ Dept of Ed policies, procedures and mandated training.
7. Oversees the development and administration of ABECC citizenship program. Serve as ABECC representative to external partners including USCIS, service providers, school districts, local jurisdictions, and community organizations. Create and maintain class schedule. Recruit, onboard, train, supervise and provide ongoing support for 12+ volunteer citizenship instructors
8. Oversees the development and administration of Student engagement. Create, produce and provide year round co-curricular activities including clinics, workshops, classes and special events. Market co-curricular activities within the Division.
9. Oversees the development and administration of Student Ambassador Leadership program. Recruit participants, create class content. Supervise Ambassador Student projects and secure needed

resources to complete. Supervise part-time instructor who teaches class. Serve as advisor to the class. Prepare Ambassadors to conduct special outreach activities, including meet and greets with elected officials.

10. Oversees the development and administration of Digital Stories Institute. Create schedule, recruit participants. Serve as advisor to the class.
11. Oversees the development and administration of Division wide outreach. Supervise coordination of outreach scheduling. Secure needed resources. Create and Maintain schedule. Recruit necessary participation for successful execution. Partner with staff from unit and Division to conduct outreach. Maintain and report on data and outcomes of outreach.
12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

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

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

### **Supervision:**

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

### **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.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **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 Education, Business, or a closely related field of study required.
- Master's degree in Business Administration or Management or a closely related field of study preferred.
- Three (3) to five (5) years of related experience in student services management, and leadership.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.

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; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; 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:

- Some evening or weekend work hours
- Pre-employment Back Check Required