

Job Description

Position Title: Program Manager, Aviation Quality Assurance

Job Family: Academic Affairs

Job Type: Professional - Senior

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

The Aviation Quality Assurance is responsible for overseeing development and modification of curriculum; evaluating administration/completion of curriculum in the classroom and laboratory; and evaluating documentation in the college's Learning Management System (D2L); analyze and evaluate the performance of a wide range of maintenance, inspection, and overhaul procedures on various types of aircraft and aircraft systems.

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. Maintains and oversees professional development and training programs and curriculum.
2. Observes and monitors student activity in the laboratory and classroom to ensure adherence to departmental and FAA standards.
3. Develops, implements, and evaluates strategic program objectives, policies, and procedures; interprets and applies policies and procedures.
4. Coordinates internal and external projects and activities.
5. Develops strategies and coordinates efforts to ensure program success. May develop and maintain internal and external contracts.
6. Prepares and presents reports on major academic, instructional or vocational programs.
7. May supervise employees to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and making hiring, termination and disciplinary recommendations.
8. Conducts research; compiles and analyzes results; prepares reports and recommendations.
9. Serves as a representative for internal and external committees and task forces, including contract negotiations; oversees the public relations process.
10. Develops action plans and recommends corresponding program operational changes.
11. Serves as a member of the department and discipline groups.
12. Participates in fostering partnerships that strengthen educational opportunities in response to community needs.
13. Represents the department and/or campus on college-wide committees
14. Works collaboratively with faculty, staff and students and utilize a collegial style in all forms of communication.
15. 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 budget/resource management
4. Skill in organization, coordination, and management
5. Skill in people leadership and supervision
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 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 and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

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 related field of study required.
- Three (3) to five (5) years of related experience (Career Services, Advising, Education, Social Work, Recruiting and Talent Acquisition).
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- Master's degree in closely related field of study 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 a 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:

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