

Job Description

Position Title: Program Manager, College and Community Connection

Job Family: Student Services

Job Type: Professional - Senior

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

The College and Community Connection Program Manager works under the Chief Cultural Impact Officer to advance strategic initiatives related to organizational cultural, access to educational services and connection with the community. The College and Community Connection Program Manager oversees programs that connects staff and faculty with students and community groups, serves as a clearinghouse for staff and student resources, and advises on policy and procedures related to community access.

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. Oversees, monitors, and tracks programmatic goals and objectives to ensure that budgets are consistent with the Office of College and Community Connections (C3).
2. Plans, implements, and evaluates the Strategic Plan related to organizational culture, the impact of access and student culture, and related initiatives. Develops, implements, interprets, applies, and evaluates strategic program objectives, policies, and procedures
3. Researches the latest innovations in increasing college access and fostering a fair and respectful learning environment. Conducts research, compiles and analyzes program results, and uses findings to create, operate, and evaluate initiatives, processes, and procedures that support student success and organizational culture.
4. Collaborates with the Chief Cultural Impact Officer to advance the College's organizational culture in areas such as care, kindness, and excellence. Develops action plans; creates, administers, and analyzes quantitative, qualitative, and statistical data and assessments to evaluate the outcomes, effectiveness, and efficiency of programs and services.
5. Manages and develops fairness, respect, and belonging training programs. Facilitates various training sessions and dialogues that promote diversity, equity, and inclusion. Provides professional development for student ambassadors, staff, and faculty.
6. Supervises and facilitates professional development opportunities for staff and employee groups while managing and approving related funding.
7. Ensures training for new hires and manages all work-related activities for access centers, employee and student support networks, and community connection events.
8. Coordinates with inter-college departments to interpret and address federal regulations, college policies, and program needs. Serves as the key point of contact on international, refugee, and immigrant policies and regulations.

9. Assists internal and external partners to set up educational opportunities with organizations and works with department staff and faculty to develop processes for building enrollment opportunities.
10. Manages contracts, agreements, and funding related to community organizations and partnerships that support student success, access, and the creation of respectful and connected College experiences.
11. Develops and maintains internal and external contracts. Develops strategies for generating revenue and external partnerships and manages their implementation and evaluation.
12. Manages meetings and events, including those with internal and external partners, vendors, and key stakeholders. Represents the College at a variety of internal and external events and activities. Conducts presentations for participants, parents, and community service sites.
13. Serves as a representative for internal and external committees and task forces and collaborates to solve program obstacles to fulfill program service needs.
14. Develops presentations, promotional materials, newsletters, and other communications.
15. Researches, develops, and creates complex and confidential reports, presentations, talking points, and speeches on a variety of topics including higher education, national events, workforce development, student affairs, college initiatives, and continuous program improvement.
16. Oversees the development and implementation of program evaluation and assessment tools, data collection, and prepares reports and recommendations.
17. Solves service issue problems concerning partners, employers, and employee students. Works with other departments to resolve issues.
18. Communicates with prospective students regarding the PCC international and refugee admission processes.
19. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices.
2. Knowledge and application of interviewing and investigative methods and procedures.
3. Knowledge of advising and counseling practices.
4. Knowledge and application of organizational and time management principles.
5. Skill in analyzing data and drawing conclusions.
6. Skill in effective communication (both written and oral).
7. Skill in positive, productive, and flexible customer service.
8. Skill in problem solving.
9. Skill in program development and process improvement.
10. Skill in public speaking.
11. Ability to adapt and maintain professional composure in emergent and crisis situations.
12. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results.
13. Ability to develop and maintain effective and positive working relationships.

Supervision:

- May supervise 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.
- **Governance, Institutional Policy, and Legislation:** Allows impact on the guidelines that determine how the College operates.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.
- **Information and Analytics:** Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

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

- Bachelor's degree in Education, Social Sciences, Human Services, or a closely related field of study required.
- Master's degree in a closely related field of study preferred.
- Three (3) to five (5) years of related experience of professional level program experience required.
- Five plus (5+) 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; 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 Background Check Required
- DMV Check/Current and Valid AZ Driver's License