

Job Description

Position Title: Program Manager, Single Parent Pathways to Success

Job Family: Workforce Development

Job Level: Professional - Senior

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

The Single Parent Pathways to Success (SPPS) Program Manager administers the SPPS initiative, a multi-year grant from the Governor's Office of Youth, Faith, and Family (GOYFF), designed to increase success for single-parent learners pursuing short-term career training that leads directly to employment. The SPPS Program Manager ensures the effective implementation of this multifaceted grant by overseeing strategic planning, budget management, program implementation and evaluation, while ensuring compliance with all requirements. The SPPS Program Manager works collaboratively with PCC leadership, departments, and learners, builds strong partnerships with community organizations, and serves as the primary liaison with GOYFF to ensure the program achieves meaningful outcomes for single-parent learners and their families.

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. Administers the overall operations of the Single Parent Pathways to Success program, including strategic planning, fiscal oversight, key performance indicators (KPIs), performance measurement, and compliance with all grant requirements.
2. Develops and manages systems and standard operating procedures (SOPs) for documenting participant enrollment, academic progress, referrals to PCC and external resources, and other support services, including case note management for 200+ participants.
3. Supports program participants by providing academic, wraparound, and employment assistance, making appropriate referrals, and collecting information on participant needs through surveys.
4. Reports monthly to grantor on all program activities and the following metrics for 200+ participants: enrollment/drops/re-enrollment, completion of industry recognized credentials, measurable skills gains (defined under WIOA legislation), employment outcomes, earnings, and job retention for 90+ days following the completion of their PCC career training program.
5. Oversees the financial assistance program, including setting award parameters, reviewing applications for eligibility, allocating funds across multiple cycles for 200+ participants, maintaining fiscal records, and coordinating payments for tuition, fees, books, supplies, and reimbursements.
6. Analyzes program data and documents recruitment strategies, participant engagement, wraparound support services, faculty and staff training, employer partnerships, and sustainability planning; translates findings into actionable insights and strategic recommendations to improve program effectiveness and support single-parent students beyond the grant period.

7. Manages and tracks the program's annual budget, authorizes grant-related expenditures for student financial aid, reimbursements, supplies, and external contracts, oversees purchase orders, executes vendor and contractor agreements, and ensures ongoing compliance with grantor rules and regulations.
8. Leads strategic budget planning for the SPPS grant, including development for renewal applications, analysis of staffing and operational needs, proactive adjustments during each grant cycle, and oversight of fund reconciliation and returns to the grantor.
9. Acts as the primary liaison with the Governor's Office of Youth, Faith, and Family (grantor) and ASU evaluation team (3rd party grant evaluator) for grant renewals, program audits, reporting, reviews and requests for changes in the scope of work (e.g. scholarship eligibility requirements, approved program fees, program eligible for financial aid), budget adjustments, and compliance.
10. Supervises direct reports, including hiring, onboarding, training, scheduling, and performance oversight. Collaborates with EECS team members to ensure grant activities are executed accurately and program objectives are met..
11. Leads program implementation and sustainability planning by collaborating with PCC leadership across Workforce Development and Lifelong Learning, Adult Basic Education, Financial Aid, Student Services, and Sponsored Projects, ensuring that grant objectives, activities, and reporting requirements are met in each area.
12. Works with leadership in Student Services and the Learning Centers to coordinate Trauma Informed Care trainings for 150+ staff, pre- and post-training evaluations, and follow-up training needs.
13. Coordinate with the Teaching and Learning Center to document attendance in and opportunities for trauma informed pedagogy, culturally responsive, and universal design trainings.
14. Conducts meetings and represents the College at internal and external events to resolve issues, discuss grant goals, disseminate information, and present to large groups in person or via distance technology.
15. Develops and implements marketing and outreach strategies.
16. Serves in a flexible capacity, accommodating varied schedules that may include evenings and weekends at multiple locations
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 of internal and external customer service principles and practices
3. Knowledge of principles and methods for promoting programs and services
4. Skill in organization, coordination and management
5. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
6. Skill in positive, productive and flexible customer service
7. Ability to apply analytical and critical thinking skills with the ability to 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.

- 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.
 - 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