

Job Description

Position Title: Program Manager, Upward Bound

Job Family: grants Administration

Job Level: Professional - Senior

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

This Program Manager, Upward Bound is responsible for managing the Upward Bound program, which is a federally funded early outreach program designed to increase College attendance among at risk high school students. This includes managing a complex program budget, maintaining training programs, directing and implementing strategic program plans, and supervising staff.

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. Manages and leads the Upward Bound program.
2. Develops, implements and evaluates strategic program objectives, policies and procedures, and interprets and applies appropriate policies and procedures. In addition, develops action plans and makes corresponding Upward Bound program operational changes.
3. Develops and manages a project budget.
4. Coordinates activities of the project and foster positive relationships with target school.
5. Provides assistance and support to Upward Bound staff and program participants.
6. Supervises staff, including prioritizing and assigning work, conducting performance evaluations, and making hiring, termination and disciplinary recommendations.
7. Maintains and administers profession development and training programs for staff.
8. Represents the project College-wide by serving on various internal and external committees and task forces.
9. Conducts research, compiles data and analyzes results, and prepares reports and makes recommendations.
10. Responds to and resolves sensitive questions or concerns.
11. Completes required reports and maintains adequate record keeping.
12. Serves as a member of the Downtown Campus leadership team.
13. 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