

Job Description

Position Title: Assistant Program Manager, Program Administration

Job Family: Instructional Support

Job Type: Professional - Senior

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

The Assistant Program Manager, Program Administration provides oversight and support for multi-Campus Support programs meeting the needs and schedules of the College's diverse student population. May manage and supervise temporary staff at various locations in the College system. Provides services to students, faculty, administration, and the greater Pima community.

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 contact with teams to ensure student needs are met, observing quality, and advising if changes need to be made.
2. Implements formal and informal procedures in accordance with regulatory requirements and College policy, ensuring fair and neutral processes.
3. Acts as a liaison on college committees.
4. May manage and supervise teams of temporary employees.
5. May schedule appropriate accommodations for communications accessibility and Access Assistants when requested by students, staff and/or faculty.
6. May maintain contact with CART vendor in scheduling needs to students, staff, and faculty requests for captioning.
7. May develop and conduct Title IX and Student Conduct workshops and training materials for students and employees.
8. May oversee, coordinate, and conduct, in a timely manner, the College's response to investigation of alleged violations of Title IX and College Student Code of Conduct.
9. May be responsible for the development, implementation and monitoring of meaningful efforts to comply with federal and state requirements, guidance of sex discrimination and gender-based violence prevention education, and student conduct issues.
10. 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 internal and external customer service principles and practices
4. Skill in coordinating and monitoring the work of others
5. Skill in effective communication (both written and oral)
6. Skill in independent decision making
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 project management principles, processes, and techniques
11. Skill in public speaking
12. Ability to adapt and maintain professional composure in emergent and crisis situations
13. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
14. Ability to develop and maintain effective and positive working relationships
15. Ability to operate relevant equipment required to complete assigned responsibilities for the position

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.

- **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.
- **Institutional Leadership:** Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.
- **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 or a closely related field of study required.
 - Three (3) to five (5) years of professional level program experience required.
 - Five plus (5+) years of project management 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 stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally 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
- On-call rotation duties
- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License